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Public Safety and
Solicitor General

2004/05
Annual Service Plan Report

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* *Refer to note on page 3.*

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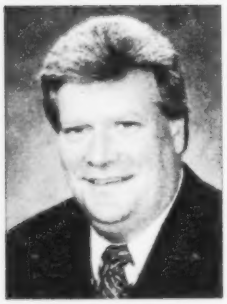
PLEASE NOTE: On June 16, 2005, the government ministries were re-organized to reflect the new cabinet responsibilities. Many of the website addresses and links in this printed report may have changed following the government re-organization.

- A list of the new ministries is available on the government website at http://www.gov.bc.ca — follow the links to Ministries and Organizations.
- An index of all 2004/05 Annual Service Plan Reports, with up-to-date website links, is available online at http://www.bcbudget.gov.bc.ca/annualreports/ .



Message from the Minister and Accountability Statement

It is with pleasure that I introduce the 2004/05 Ministry of Public Safety and Solicitor General Annual Service Plan Report. This report provides an update on the ministry's activities and performance during the fiscal year ended on March 31, 2005.

The ministry achieved significant accomplishments during the year, including: supporting the integration of police efforts to combat organized crime; establishing the Amber Alert program to help locate abducted children; introducing new programs to keep drunk drivers off our roads; expanding the successful bait car program; enhancing resources to better respond to emergencies and natural disasters; and establishing the Business Practices and Consumer Protection Authority to strengthen support for consumers and promote fairness in the marketplace.

Once again, our strong, skilled workforce of professionals have demonstrated their dedication as we continued to work successfully with communities and other agencies across government to enhance the safety and well-being of all British Columbians.

This report reflects our ongoing commitment to our mission of ensuring the security and economic vitality of communities through effective policing, corrections, liquor and gaming control and other protective and regulatory programs. Subsequent reports will detail the ministry's progress in implementing the Service Plan 2005/06 – 2007/08, released on January 31, 2005.

The 2004/05 Ministry of Public Safety and Solicitor General Annual Service Plan Report compares the actual results to the expected results identified in the ministry's 2004/05 Service Plan. I am accountable for those results as reported.

Honourable R. T. (Rich) Coleman
Solicitor General
Ministry of Public Safety and Solicitor General

June 15, 2005

106-00497/

Highlights of the Year

Enhancing Effectiveness and Efficiency in Policing

- Supported the integration of police efforts to combat organized crime. The former Organized Crime Agency of B.C. was integrated into the RCMP-led Combined Forces Special Enforcement Unit (CFSEU - BC) and the Integrated Gang Task Force (IGTF) was established.
- Created the Integrated Sexual Predator Observation Team (ISPOT) to monitor sexual predators with the objective of reducing the risk of sexual assaults and other crime. ISPOT is an intelligence-based surveillance project that targets high-risk sexual predators.
- Established the Amber Alert Program, a provincewide partnership among law enforcement agencies, media and the public to locate abducted children in certain situations.
- Completed further expansion of the Police Records Information Management Environment (PRIME), an online data-sharing system that provides up-to-the-minute information about criminals and crimes, improving law enforcement and officer safety across the province.
- Introduced civil forfeiture legislation to target the proceeds of unlawful activity. Once the *Civil Forfeiture Act* is brought into force, the government can apply to court to seize the proceeds gained from or assets used in unlawful activity, and use those resources for crime prevention, law enforcement and victim compensation.
- Implemented the National Sex Offender Registry to help police respond to sexual assaults and related offences. Location and descriptive information about sex offenders is registered on a national database to assist police in identifying sex offenders living/working near the location of a sex crime complaint.
- Moved forward on the integration of RCMP detachments to reduce duplication of administrative services and enhance response to multi-jurisdictional and/or complex criminal activities.
- Expanded the bait car program, run by the Integrated Municipal Provincial Auto Crime Team (IMPACT). Police statistics show a 15 per cent decrease in auto theft in the Lower Mainland since the program was implemented.

Supporting Communities in Increasing Public Safety

- Continued to provide funding and support to community-based crime prevention and restorative justice programs, and to work with stakeholders to promote awareness of and collaborative approaches to crime prevention and community safety.
- Co-hosted with the Union of British Columbia Municipalities and provincial crime prevention partners, the second provincial gathering of local governments to address community safety and crime prevention. The theme was Harnessing Youth Power and Perspectives in Your Local Government, with a focus on substance abuse issues facing communities.

- Co-hosted with the federal government a Roundtable on Trafficking in Persons to gain a better understanding of the scope and nature of trafficking in persons in B.C., as well as to share domestic and international knowledge and approaches to awareness, prevention and intervention.
- In recognition of Stop the Sexual Exploitation of Youth Awareness Week — co-hosted the 7th annual provincial forum that focused on building community capacities to address child and youth sexual exploitation. Over 200 people attended, including youth and members of the Aboriginal community.
- To enhance victim safety in spousal abuse cases, new guidelines to improve police release procedures came into effect February 2005. The new guidelines will help ensure that victim safety is maximized, consistent and effective risk assessment is undertaken, appropriate release conditions are imposed, and the integrity of the court process is assured.

Maintaining Safer Streets

- Proceeded with the creation of Integrated Road Safety units to deliver targeted road safety enforcement and address road safety issues.
- Established tougher penalties for people who continue to drive under drinking and driving prohibitions, tougher sanctions for people who get 24-hour prohibitions for drinking and driving, an extended period of "zero alcohol tolerance" for novice drivers, and ignition interlock and rehabilitation programs for drinking drivers.

Supporting Victims of Crime

- Continued to fund and support over 150 police-based and community-based victim services programs throughout the province, and established two new Aboriginal programs to provide culturally specific services to Aboriginal women and youth who are victims of crime or family and sexual violence.
- Partnered with the Government of Yukon to expand VictimLINK, the 24/7 information line for victims of crime and family and sexual violence, to the territory, and provided support to the government to deliver victim services to the communities of Atlin and Lower Post, located on the Yukon/British Columbia border.
- Strengthened the victim service training program to prepare for the introduction of the Victim Service Worker Certificate through the Justice Institute of B.C. One hundred and seventy-five victim service workers attended week-long basic training modules at the Justice Institute and 300 victim service workers attended day-long topical sessions held throughout the province.
- Completed 3,223 decisions through the Crime Victim Assistance Program, which provided almost $11.8 million in benefits to eligible claimants.

Responding to Emergencies and Disasters

- Increased maximum Disaster Financial Assistance from $100,000 to $300,000 for eligible applicants to help British Columbians with the costs of recovering from disasters.
- Provided an additional $1.5 million to the Union of British Columbia Municipalities (UBCM) to support the development of local government emergency plans and programs.
- Brought into force the requirement for regional districts to put emergency plans in place and to establish emergency management organizations for all electoral areas, either collectively or separately.
- Launched AdventureSmart to increase public understanding and reduce the risks of participating in outdoor recreational activities (http://www.adventuresmart.ca*).
- Provided $1.0 million to coastal communities at risk from tsunamis to identify risks, develop enhanced response plans, upgrade communications and warning systems, and support public education programs.

Promoting Responsible Liquor and Gaming Practices

- Continued to work toward improved industry cooperation to reduce problems associated with liquor misuse by conducting risk-based inspections of licensees. Over 15,000 inspections were conducted in 2004/05, with 93 per cent of inspected licensees found to be in compliance.
- Progressed with implementation of the Illegal Gambling Enforcement Strategy, designed to reduce the incidence of illegal gambling and address unlawful activity taking place in legal gambling facilities.
- Continued with the implementation of the Responsible Gambling Strategy, designed to reduce the incidence of problem gambling, reduce the harmful effects of excessive gambling and encourage responsible gambling practices and healthy choices (http://www.bcresponsiblegambling.ca*).

Regulating Consumer Services Industries

- Developed new licensing requirements for telemarketers, to go into effect on October 1, 2005, to better protect consumers and enhance professional standards. Licensing will be overseen by the B.C. Business Practices and Consumer Protection Authority, which enforces consumer protection laws and investigates deceptive telemarketers.
- Participated in a US-Canada task force investigating fraudulent B.C.-based telemarketers, and helped consumers recover almost $2.0 million lost to fraud.

Recognizing British Columbia Veterans' Service to Canada

- Veterans groups and the B.C. government worked together to recognize the 80,000 veterans living in British Columbia by offering them the opportunity to display specialty veteran licence plates on their vehicles.

* *Refer to note on page 3.*

Ministry Role and Services

Vision, Mission and Values

Vision

People are safe at home and in their communities.

Mission

To ensure the security and economic vitality of communities through effective policing, corrections, liquor and gaming control and other protective and regulatory programs.

Values

The Ministry of Public Safety and Solicitor General is committed to affordability, efficiency, accountability, innovation and reform, and a healthy and supportive workplace. In addition, the ministry strives to deliver its unique services in accordance with the following values:

- respect for the law;
- integration of services;
- community participation;
- risk management;
- self-regulation; and,
- balancing consumer protection with economic vitality.

Ministry Overview, Core Business Areas and Structure

Ministry Overview

The portfolio of the Ministry of Public Safety and Solicitor General includes law enforcement, corrections, crime prevention, coroners services, victim services, liquor and gaming regulation, liquor distribution, consumer protection, and emergency response and recovery. [1]

Five main core business areas within the ministry work together to fulfill the ministry's public safety mandate: Corrections, Policing and Community Safety, Compliance and Consumer Services, Gaming Policy and Enforcement, and Liquor Control and Licensing.

[1] The Liquor Distribution Branch reports to the Crown Agencies Secretariat for performance planning and financial management purposes and therefore publishes its own annual service plan report, separate from the ministry's service plan report. The annual service plan report for the Liquor Distribution Branch can be accessed at http://www.bcliquorstores.com *

* *Refer to note on page 3.*

Corrections

The Corrections Branch protects communities through appropriate supervision and case management of adult offenders and accused persons. The safe management and control of offenders is based on assessment of their risk to re-offend and need for rehabilitation. Through assessments, the branch determines suitable levels of supervision and programming to promote positive change in offender thinking and behaviour.

To function effectively and to protect the public, the Corrections Branch works closely with the police, the courts, Crown Counsel, victim services, Immigration Canada, the B.C. Board of Parole, Correctional Service of Canada, Ministry of Health, Aboriginal justice organizations and community service agencies.

The branch is comprised of two divisions — Adult Custody, and Community Corrections and Corporate Programs.

Adult Custody Division

The Adult Custody Division is responsible for supervision and case management of individuals held for trial or sentenced to jail for less than two years. The division also supervises offenders awaiting transfer to federal prison, federally sentenced offenders transferred to provincial jurisdictions, and individuals detained under the federal *Immigration Act*. In addition to supervising adult offenders, the division provides a variety of work and core programs aimed at reducing the risk of re-offending and enabling successful reintegration into the community.

Community Corrections and Corporate Programs Division

The Community Corrections and Corporate Programs Division is responsible for all individuals ordered to bail supervision and community sentences, as well as those paroled from a provincial correctional centre. The division also supervises individuals on peace bonds and those subject to alternative measures.[2]

Community Corrections provides a range of core programs for offenders to mitigate the likelihood of re-offending. The division manages contracted programs for Aboriginal programs and relationship violence treatment. Strategic and service delivery planning, research, evaluation, management information, training and technology systems are also under the mandate of this division and collectively ensure that there is cohesive organization and leadership for the branch as a whole.

[2] Alternative measures programming provides an opportunity for the client to demonstrate personal responsibility for an offence by imposing on the accused an agreed upon consequence for the behaviour. The conditions under which alternative measures may be used to deal with persons alleged to have committed an offence are established in Section 717 of the *Criminal Code of Canada*.

Expenditures for Corrections	2004/05 Estimated ($000)	2004/05 Actual ($000)	Explanation of Significant Variances
Operating expenditures	174,169	173,614	Favourable variance of $555,000 is primarily due to savings in building occupancy costs.
FTEs direct	1,735	1,689	Favourable variance of 46 FTEs is primarily due to organizational changes.

Policing and Community Safety

The Policing and Community Safety Branch contributes to the ministry's public safety mandate through the Police Services Division, the Victim Services and Community Programs Division, the B.C. Coroners Service, and the Provincial Emergency Program.

Police Services Division

Police Services Division superintends law enforcement functions in British Columbia, oversees the private security industry and provides protective public safety programs by:

- ensuring adequate and effective levels of policing enforcement throughout B.C. on behalf of the Ministry of Public Safety and Solicitor General;
- developing and administering policing policy and ensuring central oversight of all policing;
- administering the RCMP provincial police force contract, and overseeing the organization of all provincial and municipal RCMP forces;
- supporting the provincial police service and other police agencies, including the Combined Forces Special Enforcement Unit (formerly known as the Organized Crime Agency of B.C.), and the Police Academy at the Justice Institute of B.C.;
- collecting, monitoring, analyzing and reporting on provincial crime and police data;
- conducting inspections and audits for municipal police force services using provincial policing standards;
- licensing and regulating the security industry, including security guards, private investigators and other security industry personnel;
- conducting criminal record checks on individuals who work with children, as defined under the *Criminal Records Review Act*, and administering a related process for determination of risk; and,
- maintaining the Protection Order Registry.

Victim Services and Community Programs Division

Victim Services and Community Programs Division develops and delivers programs to help British Columbians build and maintain safe communities, and supports victims of crime and their families by:

- providing leadership, advice, training and expertise on victim and community safety issues, including violence against women, children, youth and other vulnerable victims;
- establishing and maintaining partnerships with organizations, communities and government to ensure coordinated and comprehensive services;
- funding police-based and community-based victim service programs that provide information, assistance and support to victims of crime;
- funding a 24-hour, provincewide telephone service (VictimLINK 1 800 563-0808) which provides information and referral services to all victims of crime, and immediate crisis support to victims of family and sexual violence;
- providing funding to community and youth organizations, local governments, school districts and police departments to support projects that enhance public safety and local crime prevention efforts (Safe Streets and Safe Schools Fund);
- providing operational funding to key community justice and crime prevention organizations to support services to communities throughout British Columbia;
- providing funding to support the development of volunteer-based community accountability programs that embrace the principles of restorative justice;
- enhancing high-risk victim safety by providing safety planning, including notification of offender release information;
- overseeing the *Victims of Crime Act*, which promotes a fair and accessible justice system for victims of crime;
- administering the *Crime Victim Assistance Act* and Program, which provides financial benefits and assistance to victims of crime;
- supporting and overseeing the Youth Against Violence Line, an automated telephone service (1 800 680-4264) and e-mail link that provide safe, confidential means of preventing and reporting incidents of youth violence or crime or seeking assistance from local police;[3]
- administering the annual Solicitor General Community Safety and Crime Prevention Awards which recognize individuals, groups and programs that have made outstanding contributions to crime prevention and community safety; and,
- on behalf of the Assistant Deputy Minister's Committee on Prostitution and Sexual Exploitation of Youth, providing project funding to assist communities in developing local initiatives to address sexual exploitation of youth and prostitution-related issues.

B.C. Coroners Service

The Coroners Service is responsible for the investigation of all unnatural, sudden and unexpected deaths in the province, and for ensuring that the relevant facts are made a matter of public record, either through the completion of a Judgment of Inquiry (quasi-judicial report) or the holding of an Inquest (quasi-judicial public hearing). One of the agency's most important responsibilities is the identification and advancement of recommendations to individuals, groups, agencies and others aimed at prevention of death

[3] The Youth Against Violence e-mail link can be accessed through http://www.takingastand.com/youth_against_violence_email.shtml *

* *Refer to note on page 3.*

in the future under similar circumstances. The agency maintains a major database and conducts ongoing surveillance on common causes of death aimed at identifying problems, concerns, trends, etc. When such issues are identified, the agency conducts additional reviews and studies aimed at establishing effective and workable preventative measures.

The Coroners Service is also responsible for conducting reviews of all reportable children's deaths occurring within the province. This requires appropriate liaison with agencies such as the Ministry of Children and Family Development and the Office for Children and Youth, among others. In addition to an annual report on children's deaths, the Coroners Service is responsible for conducting special reviews on issues affecting the prevention of child death and on child safety more broadly.

In completing its responsibilities, the Coroners Service issues warrants authorizing the conduct of autopsies, toxicology testing and additional procedures, such as microscopy, where they are warranted. Coroners have legislated seizure and inspection powers when and where warranted in order to gather the facts surrounding a death. The agency is also responsible for body removal and transportation. In the event of a mass disaster involving significant loss of life, the agency is responsible for the identification, recovery, examination and repatriation of human remains, including establishing a temporary morgue facility and connecting with families of the victims.

Provincial Emergency Program[4]

The Provincial Emergency Program (PEP) minimizes the loss of life and economic impact of disasters and emergencies, such as floods, earthquakes, landslides and severe storms by:

- maintaining an integrated response and recovery immediate activation capability for all hazard emergencies and disasters;
- recruiting, training and maintaining a resource pool (Temporary Emergency Assignment Management System — TEAMS) of provincial staff experienced in managing emergency operations;
- providing leadership and subject matter expertise in assisting local governments, non-government agencies and individuals and families in preparing for and responding to emergencies and disasters;
- managing the provision of Disaster Financial Assistance (DFA) for individuals and families, local governments and businesses; and,
- administering the *Emergency Program Act* and regulations, the Disaster Financial Assistance Arrangements (DFAA) and five public safety lifeline volunteer services.

[4] The Provincial Emergency Program was established as a separate ministry branch as of January 1, 2005. It will be reported on as a separate core business area for performance and financial reporting purposes commencing with fiscal year 2005/06.

Expenditures for Policing and Community Safety	2004/05 Estimated ($000)	2004/05 Actual ($000)	Explanation of Significant Variances
Operating expenditures	262,557	265,033	Unfavourable variance of $2,476,000 is primarily due to Coroners Service costs for high-profile cases, Victim Services transfer payments and entitlement costs, and Provincial Emergency Program grants to provide support for tsunami preparedness.
FTEs direct	245	244	Not applicable

Compliance and Consumer Services

The ministry's public safety mandate is supported by the Compliance and Consumer Services Branch through the Film Classification Office, the Residential Tenancy Office, the Office of the Superintendent of Motor Vehicles, and the Commercial Vehicle Safety and Enforcement Division. The branch also maintains links with the Business Practices and Consumer Protection Authority, a private, not-for-profit statutory corporation responsible for consumer protection legislation and related administration.[5]

Film Classification Office

The Film Classification Office safeguards public interests by regulating the public exhibition, rental and distribution of films, video games and videos in British Columbia. The office is responsible for:

- administering the *Motion Picture Act* and regulations;
- classifying films into age-appropriate ratings and providing advisories on film content to assist the public in making informed viewing choices;
- assessing adult videos for content that is prohibited under the *Motion Picture Act* or the *Criminal Code of Canada*;
- licensing film and video distributors, video retailers and theatres;
- enforcing the Act and regulations and removing unapproved or prohibited adult videos from the marketplace, and taking action to ensure the restricted sale of mature video games;
- assisting the police and Canada Customs in the review of seized adult videos and the prosecution of cases resulting from these investigations; and,

[5] The Business Practices and Consumer Protection Authority (BPCPA) assumed the functions of the former Consumer Services Division of the branch in July 2004. The BPCPA is responsible for promoting fairness and understanding in the marketplace and maintaining and enhancing consumer protection through administration and enforcement of consumer legislation. The ministry retains responsibility for establishing consumer legislation and regulations.

- educating the public on the film classification system through a comprehensive Internet site and school outreach program.

Residential Tenancy Office

The Residential Tenancy Office provides landlords and tenants with information and dispute resolution services, including a quasi-judicial arbitration process. The key functions of the office are:

- administering legislation that regulates relationships between residential property landlords and tenants;
- providing intervention, arbitration and arbitration review services to resolve landlord and tenant disputes; and,
- providing information services to landlords and tenants.

Office of the Superintendent of Motor Vehicles

The Office of the Superintendent of Motor Vehicles regulates drivers to help ensure the safe and responsible operation of motor vehicles in British Columbia. The office is responsible for:

- setting licensing policy and monitoring and regulating dangerous and unfit drivers;
- conducting appeals of administrative driving prohibitions and vehicle impoundments;
- conducting hearings and reviews of Insurance Corporation of British Columbia (ICBC) decisions respecting driver licence sanctions, driver training school and driver trainer licences; and,
- leading and supporting government traffic safety initiatives.

Commercial Vehicle Safety and Enforcement Division

The Commercial Vehicle Safety and Enforcement Division contributes to the public safety network by:

- enforcing laws and regulations related to commercial vehicle safety and vehicle equipment standards in British Columbia, including provisions of the *Motor Vehicle Act*, *Commercial Transport Act*, *Transport of Dangerous Goods Act*, *Passenger Transportation Act*, *Transportation Act*, *Motor Fuel Tax Act* and applicable regulations;
- developing and promulgating safety regulations governing on-road commercial transport, vehicle inspection, vehicle equipment regulations;
- maintaining and promoting road safety through the implementation and management of the *National Safety Code*, Commercial Vehicle Inspection Program, Private Vehicle Inspection Program, Commercial Transport Program, Transport of Dangerous Goods Program and Commercial Vehicle Safety Alliance; and,
- participating on various national and international government road safety bodies to coordinate and harmonize commercial transport and vehicle equipment and safety standards.

Expenditures for Compliance and Consumer Services			
	2004/05 Estimated ($000)	2004/05 Actual ($000)	Explanation of Significant Variances
Operating expenditures	35,496	34,379	Favourable variance of $1,117,000 is primarily due to savings resulting from a delay in the outcome of a human rights decision on drivers' medical exam costs.
FTEs direct	396	378	Favourable variance of 18 FTEs is primarily due to organizational shifts to alternative service delivery in the Residential Tenancy Office.

Gaming Policy and Enforcement

The Gaming Policy and Enforcement Branch regulates all gaming in British Columbia, ensures the integrity of people and equipment involved in the gaming industry and investigates allegations of wrongdoing. This includes regulatory oversight of the B.C. Lottery Corporation (which conducts and manages lotteries, casinos and commercial bingo halls), B.C.'s horse racing industry and licensed gaming events.

Policy, Legislation and Standards Division

The Policy, Legislation and Standards Division promotes responsible gambling practices by developing and maintaining a rigorous regulatory environment for gaming and horse racing that balances economic benefits with public safety. The division provides advice regarding the legislation, policies and standards that govern gaming. The division also coordinates administrative review hearings as required and is responsible for delivering the Responsible Gambling Strategy, which includes the Problem Gambling Program.

Licensing and Grants Division

The Licensing and Grants Division issues gaming licences permitting eligible community organizations to hold fundraising events, such as ticket raffles, independent bingo games, wheels of fortune and social occasion casinos. The division also allocates government gaming revenue to eligible community organizations through the Direct Access and Bingo Hall Affiliation grant programs.

Racing Division

The Racing Division develops and implements policies to regulate horse racing to ensure its integrity, and monitors and enforces the *Rules of Thoroughbred and Standardbred Racing*. The division oversees all races taking place in the province, monitors the activities of track officials and other employees, ensures the safety and security of race track grounds, and investigates and adjudicates matters arising from race meetings. In addition, the division licenses participants in the horse racing industry.

Registration Division

The Registration Division ensures the integrity of organizations, employees and equipment in the gaming industry by conducting mandatory background checks to determine the suitability of potential employees and service providers, and registering them to be involved in the industry. The division also approves and certifies all gaming equipment. The division maintains a register of gaming service providers and workers.

Audit and Compliance Division

The Audit and Compliance Division manages a comprehensive audit strategy for commercial gaming, including horse racing, to ensure compliance with all applicable legislation, regulations, policies and directives. The division conducts regular audits of gaming activity in the province, assesses compliance reviews conducted by the B.C. Lottery Corporation and reviews community organizations' use of funds received through gaming licences and through the Direct Access and Bingo Hall Affiliation grant programs.

Investigation Division

This division investigates all complaints and allegations of criminal or regulatory wrongdoing relating to gaming and horse racing, and is responsible for the province's Illegal Gambling Enforcement Strategy. This strategy includes a team of branch investigators and RCMP officers who work with other law enforcement agencies on gaming-related investigations. All investigators in this division are Special Provincial Constables.

Expenditures for Gaming Policy and Enforcement	2004/05 Estimated ($000)	2004/05 Actual ($000)	Explanation of Significant Variances
Operating expenditures	15,142	14,489	Favourable variance of $653,000 is primarily due to lower than expected contract costs in the Problem Gambling Program.
FTEs direct	116	111	Not applicable

Liquor Control and Licensing

The Liquor Control and Licensing Branch regulates the manufacture and resale of liquor in licensed establishments in order to improve the safety of communities by reducing harm caused by liquor misuse.

Licensing and Local Government Liaison Division

The Licensing and Local Government Liaison Division is responsible for the analysis, approval and processing of licence applications for the manufacture, sale and service of liquor in the province. The division is responsible for all aspects of issuing, amending, transferring and renewing licences for licensed establishments, licensee retail stores,

wineries and manufacturers. During the approval process, the division works closely with local government staff and elected officials to obtain community input for licensing decisions. The division is also responsible for issuing permits to purchase and store grain alcohol, regulating the sale of medicinal and cooking alcohols, and reviewing requests for exemptions to Special Occasion Licences.

Compliance and Enforcement Division

The Compliance and Enforcement Division is responsible for inspecting, investigating and educating licensees to ensure they comply with British Columbia's liquor laws and policies, and the terms and conditions of their licence. The division takes enforcement action when necessary and works in partnership with police agencies and local government agencies to monitor compliance and target inspection resources on high-risk licensees.

Policy, Planning and Communications Division

The Policy, Planning and Communications Division leads the branch in strategic planning processes and in the development of legislative, regulatory and policy change. The division is also responsible for consulting with federal/provincial/territorial and stakeholder groups, including industry associations, police and local governments. In addition, the division is responsible for issues management and communications, responding to media, and legislative and public inquiries related to the mandate and activities of the branch.

Management Services Division

The Management Services Division supports the branch in meeting its objectives by ensuring financial and administrative controls meet the requirements of central agencies. The division assists managers and employees with budget, freedom of information, personnel, records and facilities management, and technology and contract management processes.

Expenditures for Liquor Control and Licensing	2004/05 Estimated ($000)	2004/05 Actual ($000)	Explanation of Significant Variances
Operating expenditures	1	0[1]	Not applicable
FTEs direct	104	98	Not applicable

[1] This core business area is self-financing, with its operating expenses recovered from liquor licensing applications and fees. For financial reporting, operating expenses are shown as zero.

Ministry Operating Context

Many factors impact the demand for the ministry's services and affect the ministry's ability to achieve its goals and objectives. Some of these factors are summarized below.

Demographics: While the population of British Columbia is growing larger, it is growing at a slower rate than in previous years. It is also growing older. By 2007, the population is predicted to have increased by 19 per cent from 1997, or 755,000 people, and the median age is predicted to rise from 36.0 to 38.9 years of age. In addition, the median age in B.C. is approximately two years higher than the national average. Both the share and overall population of retirement age (65 +) is predicted to continue to increase significantly from 12.8 per cent in 1997 to 17.3 per cent in 2021. The same is predicted to be true for the very senior population (80 +), which is predicted to grow from 3.0 per cent of the population to 3.9 per cent over the same time period.[6] The ministry will need to be responsive to these demographic trends in program design and delivery.

Changes in the Crime Rate: The overall crime rate in British Columbia has been increasing since 2000. In 2004, preliminary crime data for B.C. indicate that there was just under a two per cent increase in the overall crime rate from 2003. In 2004, the violent crime rate remained virtually unchanged from 2003 (-0.1 per cent), while the property crime rate decreased by two per cent from 2003. Increases in the number of "counterfeit currency" and "disturbance of the peace" offences contributed to the increase in the overall rate. Although the province's overall crime rate has been increasing over the past several years, the rate remains significantly lower than the rates in the early 1990s.[7]

Crime, Globalization and Technology: The speed and magnitude of globalization are having a dramatic impact on the nature of crime. Specifically, newly emerging technology is facilitating the expansion of organized crime across provincial, national and international boundaries, and into various forms of criminal activity, including sexual exploitation of children, drug trafficking and identity theft.[8] Cyber-attacks, or computer hacking, is also becoming a more pronounced problem for both commercial entities and individuals.[9] With the rapid proliferation of new technology, additional resources within and between police agencies are becoming more necessary to adapt to newly emerging forms of crime, and to develop new methods of investigation.

Complex Investigations: Large-scale investigations in B.C. are consuming increasingly larger proportions of available resources. In addition, organized crime activities have led to increasingly complex and lengthy investigations for police.

Marijuana Growing Operations: According to Statistics Canada, 70 per cent of all drug offences in Canada in 2003 involved cannabis and 14 per cent of all cannabis offences were for cultivation, the largest volume of which took place in British Columbia. More specifically,

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[6] B.C. Stats (1997): Regional population trends in B.C.

[7] Canadian Centre for Justice Statistics (2005): Criminal Code reporting and crime rates, 2000 to 2005. Statistics Canada Uniform Crime Reporting Survey.

[8] RCMP (2004): Environmental Scan.

[9] RCMP (2004): Gazette — Environmental scan identifies technology trends. Vol. 67, 1, 2005.

39 per cent of all marijuana growing operations reported were in B.C. In addition, the sophistication of marijuana growing operations appears to be increasing, and they are often run by organized crime members. These growing operations pose hazards for safety inspectors, emergency personnel, fire fighters and the public; these hazards include weapons, booby traps, explosives, chemical products, other drugs and fires.[10]

Methamphetamines: In the past five years, there has been substantial growth in methamphetamine use among Canadians in their teens and early twenties. Preliminary data indicate that methamphetamine use is on the rise, and is reflected in a significant and steady expansion in hospital admissions and police contacts, and in the number of clients seeking treatment in community treatment centres. Also, steady increases in methamphetamine-related deaths, and greater numbers of clandestine lab seizures in western provinces suggest that the methamphetamine industry is expanding.[11] Clandestine labs present a significant public safety concern due to the volumes of toxic chemical by-products produced by them, and the means by which these chemicals are discarded. Often, these chemicals end up in sewers, septic tanks, or in the ground. In addition, many of the chemicals used to create methamphetamines are highly volatile and pose the risk of serious injury to individuals who are in proximity to the manufacturing process, as well as to public safety officials who dismantle these manufacturing operations.

Increases in Remand Counts: While the number of sentenced offenders in British Columbia correctional facilities has remained fairly stable, there has been a substantial growth in the remand population since the early 1990s. Between 1990/91 and 2003/04, B.C. experienced a steady increase in remand counts. More specifically, the number of individuals held in remand has more than doubled in the province over the past 13 years, from approximately 400 individuals in 1990/91 to over 900 in 2003/04. Remand costs have been driven up by the high number of remand admissions, and longer and more frequent stays in remand.[12]

Higher-Needs and Higher-Risk Offenders: There has been an increasing challenge in supervising offenders with higher needs and of higher risk. A disproportionate number of individuals in the criminal justice system are affected by mental illness and/or substance addiction. There is an increasing number of offenders with violent criminal histories and of higher risk being supervised than before. These higher-needs and higher-risk offenders have significant implications for staffing, security, program development and delivery, and offender management.

Road and Vehicle Safety: Impaired driving, whether by alcohol, drugs, or a combination of alcohol and drugs, remains a leading cause of death on highways in B.C. In addition, growth in the number of dangerous driving incidents in the Lower Mainland has been attributed to an increase in street racing incidents over the past few years.

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[10] Plecas, D., Malm, A., and Kinney, B. (2005): Marijuana growing operations in British Columbia revisited, 1997–2003. Department of Criminology and Criminal Justice and the International Centre on Urban Research Studies, University College of the Fraser Valley.

[11] Saul, D. (2005): Western Canadian Summit on Methamphetamines: Bringing Together Practitioners, Policy Makers and Researchers. Consensus Panel Report, Vancouver Coastal Health.

[12] Canadian Association of Police Boards (2004): http://www.capb.ca/services/bulletins/bull81.shtml *

* *Refer to note on page 3.*

Seniors are the fastest-growing segment of the driving population. In Canada, approximately six million drivers will be dealing with age-related illnesses and a decline in physical and cognitive abilities. In addition, older drivers are more likely to die from injuries in crashes that would not kill younger drivers. In B.C., trends indicate that the number of elderly people who die as the result of traffic accidents has been increasing for the past four years.[13]

Emergencies and Disasters: Global climate changes are contributing to elevated risks of natural disasters world wide. In December 2004, the tsunamis in South East Asia increased the awareness of coastal communities of their vulnerability to such disasters and the need for sophisticated advance warning protocols.

Global climate changes, and specifically, warming trends in British Columbia, result in precipitation and high runoff which also causes river ice to break up and mobilize. This increases the risk of ice jams, flooding, landslides and avalanches throughout the province.

New Era Commitments

The following table provides an update on the *New Era* projects and commitments that were outstanding at the start of the reporting year 2004/05.

Key Projects	
Review the status of the RCMP Agreement and make recommendations, including a policing plan to deal with impacts on communities of less than 5,000 (as calculated before the last census).	In consultation with the RCMP and the Union of British Columbia Municipalities, options were developed in 2003/04 for restructuring police financing by charging municipalities under 5,000 population and unincorporated areas for a portion of their local police costs. Implementation of required legislation is anticipated for 2007.
Review and make recommendations regarding the training and arming of auxiliary police officers.	The Auxiliary Training Program was revised to include a RCMP Reserve Constable Program. RCMP Reserve Constables have previous police experience and are fully trained and armed. Constables are appointed under the *RCMP Act* to provide part-time, seasonal and temporary policing.
***New Era* Commitments**	
Ensure all laws are equally applied and enforced for all British Columbians.	This is an ongoing commitment of the Ministry of Public Safety and Solicitor General.
Ensure auxiliary police officers are properly trained and armed to protect their communities.	The ministry continues to support the volunteer Tier 1 auxiliary program. Auxiliary/Reserve Constables support local crime prevention and community policing programs in the communities they serve.

[13] B.C. Coroners Service (2004): Elderly deaths — 1999 - 2003. British Columbia Ministry of Public Safety and Solicitor General.

Report on Performance

Overview of Ministry Goals and Linkage to Government Strategic Goals

Ministry Mission

Our mission is to ensure the security and economic vitality of communities through effective policing, corrections, liquor and gaming control and other protective and regulatory programs.

Government Strategic Goal		Ministry Goals 2004/05
Goal 1: A STRONG AND VIBRANT PROVINCIAL ECONOMY Goal 2: A SUPPORTIVE SOCIAL FABRIC Goal 3: SAFE, HEALTHY COMMUNITIES AND A SUSTAINABLE ENVIRONMENT	→	1. Citizens and communities are protected from crime through: • adequate, accountable and effective policing; • protective programs for vulnerable adults, youth and children; • community-based crime prevention programs; • support for victims of crime; and, • safe management, supervision and rehabilitation of adult offenders.
	→	2. Public safety is enhanced through: • emergency preparedness and response capacity; • efficient coroners services; • effective programs to regulate dangerous and unfit drivers; • improved safety and efficiency and commercial vehicle operations; • reduced incidence of illegal gambling; and, • improved compliance with provincial liquor laws.
	→	3. Public interests are safeguarded through: • consumer protection and communication of public safety and awareness initiatives; • an effective residential tenancy system; • regulation of gaming and promotion or responsible gaming practices; and, • liquor control decisions that reflect community standards.

Synopsis of Ministry Results

Ministry Goal #1	Objectives	Performance Measures / Indicators	Results
Citizens and communities are protected from crime through: • adequate, accountable and effective policing; • protective programs for vulnerable adults, youth and children; • community-based crime prevention programs; • support for victims of crime; and, • safe management, supervision and rehabilitation of adult offenders.	Police efforts are supported by effective technology, policy and governance	• Number of new policing initiatives and integration projects • Percentage of population covered by police agencies using the Police Records Information Management Environment (PRIME)	• Target met • Target surpassed
	Communities have crime prevention and restorative justice programs	• Total number of Community Accountability Program (CAP) start-up grants awarded since program implementation • Number of community-based, youth crime, violence, bullying and sexual exploitation projects funded	• Target surpassed • Target surpassed
	Victims of crime are provided with timely information, assistance and support to reduce the impact of crime	• Average time to adjudicate victim financial assistance/benefits	• Target not met
	Offenders are supervised and managed based on their risk to re-offend	• Percentage of risk/needs assessments completed	• Target surpassed
	Programs are provided designed to reduce the likelihood of re-offending	• Percentage of enrolled offenders successfully completing core programs • Percentage of offenders who do not re-offend for two years following corrections supervision	• Target not met • Target surpassed

Ministry Goal #2	Objectives	Performance Measures / Indicators	Results
Public safety is enhanced through: • emergency preparedness and response capacity; • efficient coroners services; • effective programs to regulate dangerous and unfit drivers; • improved safety and efficiency of commercial vehicle operations; • reduced incidence of illegal gambling; and, • improved compliance with provincial liquor laws.	Minimized loss of life and economic impact from disasters and emergencies	• Number of Temporary Emergency Assignment Management System (TEAMS) members ready for deployment in an emergency	• Target met
	Coroners' reports and Judgments of Inquiry are based on consistent and timely information and are completed in a timely fashion	• Percentage of coroners' files completed within four months	• Target not met
	Improved driver safety	• Milestones in developing and implementing inter-agency road safety plan	• Target met
	Effective road safety enforcement, education and programs to regulate the commercial transport industry	• Variation from national average in the out-of-service (OOS) rate for commercial vehicles	• Target met
	Reduced incidence of illegal gambling	• Incidence of reported illegal gambling	• Measure under development
	Improved industry cooperation to reduce problems associated with liquor misuse	• Percentage of inspected/investigated licensees found to be in compliance • Time to reach an enforcement decision or waiver	• Target surpassed • Target surpassed

Ministry Goal #3	Objectives	Performance Measures/Indicators	Results
Public interests are safeguarded through: • consumer protection and communication of public safety and awareness initiatives; • an effective residential tenancy system; • regulation of gaming and promotion of responsible gaming practices; and, • liquor control decisions that reflect community standards.	Services are provided to protect public interests while promoting fairness and understanding in the marketplace	• *As of June 2004, the function of enforcing consumer protection legislation moved to the Business Practices and Consumer Protection Authority*	• *Not applicable*
	Landlord-tenant disputes are resolved in a timely manner	• Percentage of residential tenancy arbitrations scheduled to take place within six weeks or less	• Target met
	A comprehensive regulatory framework for gambling that balances economic activity with public safety	• Percentage of gaming funds recipients audited • Percentage of gaming funds recipients audited who are found to be in compliance	• Target surpassed • Target surpassed
	Responsible gambling practices are encouraged through the Responsible Gambling Strategy	• Achievement of milestones in implementing Responsible Gambling Strategy	• New measure; target not previously established
	Local governments actively participate in assessing new liquor-primary applications	• Percentage of local governments/First Nations providing input regarding new liquor-primary applications • Time to acquire a liquor-primary licence	• Target surpassed • Target not met

Ministry Goal 1

Citizens and communities are protected from crime through:

- adequate, accountable and effective policing;
- protective programs for vulnerable adults, youth and children;
- community-based crime prevention programs;
- support for victims of crime; and,
- safe management, supervision and rehabilitation of adult offenders.[14]

[14] This goal has been revised since publication of the *Ministry of Public Safety and Solicitor General Service Plan 2004/05 – 2006/07* to include protective programs for vulnerable adults, youth and children.

Core Business: Policing and Community Safety

Objective 1: Police efforts are supported by effective technology, policy and governance

Key Strategies

- Enhance integration and consolidation of police services across and within regions while maintaining a commitment to the principles and values of community-based policing, focusing on operations and reducing administrative tasks.
- Restructure police financing to reduce inequities and support integrated services.
- Strengthen the policing infrastructure (technology) across the province to improve officer safety, address the changing nature of crime and support local community-based policing.
- Support the RCMP in its efforts to expand current initiatives aimed at addressing violent, organized and cross-jurisdictional crime.
- Provide the police with information systems to support quick response and problem-solving.

Police services that are supported by effective technology, policy and governance are required to protect citizens and communities from crime and to respond to the changing nature of crime, including increases in organized crime across community, provincial and national boundaries and its expansion into all forms of criminal activity. One strategy to meet that objective is to implement new policing initiatives to increase the ministry's capacity in such areas as supporting organized crime prosecutions, responding to high-tech crime and combating Internet-based child exploitation. In addition, integration projects ensure that police services are delivered effectively and efficiently, avoiding duplication and yielding economies of scale in protecting the public.

Performance Measures and Results

To indicate progress in this area, the ministry tracks new policing initiatives and integration projects.

Performance Measure	2001/02 Actual	2002/03 Actual	2003/04 Actual	2004/05 Target	2004/05 Actual	2004/05 Variance
Number of new policing initiatives and integration projects[1]	1 project piloted	4 projects initiated	Total of 9 projects initiated and 4 completed	Total of 12 projects initiated and 6 completed	Total of 12 projects initiated and 6 completed	Target met

[1] For increased clarity, the wording of this performance measure has been revised since publication of the *Ministry of Public Safety and Solicitor General Service Plan 2004/05 – 2006/07*.

The 2004/05 actual shows that the ministry is on track with new policing initiatives and integration projects. The following projects were completed or under way in 2004/05.

Stl'atl'imx Tribal Police (STP) Force Inspection: The STP is a designated policing unit that serves ten First Nations communities in the traditional territory of the Stl'atl'imx Nation. As part of the ministry's program of auditing and inspecting municipal police departments, an inspection of the STP was conducted to examine department environment and processes, and to assess compliance with the Provincial Standards for Municipal Police Departments in British Columbia.

Civil Forfeiture Legislation: Civil forfeiture legislation was introduced to target the proceeds of unlawful activity. Once the *Civil Forfeiture Act* is brought into force, the government can apply to court to seize the proceeds gained from or assets used in unlawful activity. The recovered proceeds and assets can be used for crime prevention programs, for law enforcement initiatives and to compensate victims.

Bait Car Program Expansion: The Bait Car Program was expanded to all 16 Lower Mainland communities and to Vancouver Island to crack down on auto theft.

***Police Act* Review:** The review was initiated to assess areas of the *Act* where amendment should be contemplated, including the police complaint process, governance and oversight, training and appointment standards for non-police law enforcement, and achieving clarity in the drafting language.

First Nations Policing Policy Review: Funding for First Nations policing is a joint responsibility of B.C. and Canada. The province is commencing negotiations with Canada to enter into a new five-year Framework Agreement to provide policing to reserves in B.C. The province is proposing that the Framework document be negotiated to enable B.C. to develop a First Nations policing model that ensures the ability of the program to respond to the culture, traditions and beliefs of First Nations communities and respects the operational principles of the RCMP.

Integrated Sexual Predator Observation Team (ISPOT): ISPOT is an intelligence-based surveillance project that targets high-risk sexual predators. It was created to monitor sexual predators with the objective of reducing the risk of sexual assaults and other crime.

Nelson Integration: The RCMP are integrating detachments in the Southeast District, and Nelson City Police were invited to join efforts to regionalize efficiencies. Integrated and consolidated police service delivery models increase communication and cooperation between agencies. The first phase of a three-phase Nelson integration plan is complete.

Review of Provincial Diversity Program: A review of this program was initiated and a strategic planning session is planned for June 2005. A comprehensive strategy to address diversity issues is critical for reflective recruitment and appropriate service delivery in our increasingly multi-cultural society.

RCMP Reserve Police Program: This program was implemented to provide additional police resources that can respond at times of peak demand. It is open to retired police members of good standing, as well as others who possess the same level of qualification.

Transfer of Road Safety Program to Police Services Division: The Road Safety Program was transferred to the ministry from ICBC. Additional resources have been provided to address areas of road safety where it has been shown that the most deaths and injuries occur, such as aggressive driving, impaired driving and seat belt non-use.

Integrated Homicide Investigation Team (IHIT): IHIT was established to assist police agencies in the Lower Mainland with the investigation of homicides, attempted homicides, missing persons where foul play is suspected, deaths in custody, and police shootings which result in serious injury or death.

Organized Crime Agency Transfer: The former Organized Crime Agency of B.C. was integrated into the RCMP-led Combined Forces Special Enforcement Unit (CFSEU – BC) and the Integrated Gang Task Force (IGTF) was established. Restructuring was undertaken to enhance integration of police efforts to counter organized crime.

Integrated Witness Protection Program: The Provincial Integrated Witness Protection Section (IWPS) was established, operated by the RCMP Witness Protection Unit. It will ensure federal protection and provincial funding application and delivery standards are adhered to and partnerships are formed to make certain that all witnesses have access to the same level of safe, effective and efficient service.

Enhanced First Nations Policing Program: This program is intended to provide, in partnership with the federal government, culturally sensitive, professional and accountable Aboriginal policing services for First Nations communities. British Columbia received Treasury Board approval in 2004/05 to increase the number of First Nations Policing Program members by 32.

Amber Alert: The Amber Alert Program was established throughout the province. The program is a provincewide partnership among law enforcement agencies, media broadcasting agencies and the public to locate abducted children in certain situations.

National Sex Offender Registry: The National Sex Offender Registry was implemented as a tool to help police respond to sexual assaults and related offences. The province ensures that location and descriptive information about sex offenders is registered on a national database that assists police in identifying sex offenders living and/or working near the location of a sex crime complaint.

Development of Police Training Standards: As part of the development of the Force Options Training Centre, provincial course of fire (firearms qualification) standards were developed and subsequently approved by the B.C. Association of Chiefs of Police. Work to standardize other use-of-force training and to adopt those standards provincially is ongoing.

Amalgamation of Operations Communications Centres (OCCs): Cranbrook and Nelson were integrated into the Kelowna OCC, and Dawson Creek was integrated into the Prince George OCC, improving communications, public safety and service efficiency in these regions. Further integration efforts are under way, particularly in the South East and Vancouver Island districts.

In addition to the achievements noted above, further progress was made towards full implementation of the **Police Records Information Management Environment (PRIME)**, an online data-sharing system that provides up-to-the-minute information about criminals and crimes.

British Columbia is the first jurisdiction in Canada to adopt a provincewide, online police records management system. PRIME allows police departments to share information across the province within minutes, improving law enforcement and enhancing both public and officer safety.

The percentage of the B.C. population covered by police agencies using PRIME is monitored to track progress toward full implementation of the system.[15]

Performance Measure	2001/02 Actual	2002/03 Actual	2003/04 Actual	2004/05 Target	2004/05 Actual	2004/05 Variance
Percentage of population covered by police agencies using PRIME	19%	19%	24%	30%	32%	Target surpassed

Data Considerations: Results for this measure are derived from PRIME implementation reports and municipal population statistics. The data are considered to be accurate and reliable.

In establishing targets for this measure, the ministry assessed the multi-year implementation plan and, based on that assessment, determined targets for population coverage. Factors taken into consideration included the human and other resources available for implementation, including training and hardware conversion schedules, and the technical limitations on the pace of implementation as more users are added to the system.

During 2004/05, PRIME was implemented in Richmond, Port Moody and Vancouver, in five RCMP detachments in the Central Kootenays, in municipal agencies and RCMP detachments in the Capital Regional District and in municipal police agencies throughout lower Vancouver Island. At the close of the fiscal year, 32 per cent of British Columbians were covered by police agencies using PRIME, indicating that the ministry is on target in moving toward full implementation planned for 2006/07.

Objective 2: Communities have crime prevention and restorative justice programs

Key Strategy

- Fund community-based crime prevention and restorative justice programs.

[15] This is a new measure developed since publication of the *Ministry of Public Safety and Solicitor General Service Plan 2004/05 – 2006/07*.

In preventing crime and victimization, the ministry promotes the Crime Prevention through Social Development (CPSD) approach, going beyond traditional responses to crime that focus on sentencing and incarceration, and focusing instead on eliminating the root causes of crime. Research indicates that communities can become safer if they actively engage in programs designed to reduce the incidence of crime and repair the harm caused by criminal behaviour. A key strategy employed by the ministry has been to provide start-up grants to support Community Accountability Programs (CAPS). CAPs are community-based restorative justice programs designed to divert low-risk offenders from the traditional justice system while holding offenders accountable for their actions and repairing relationships within the community.[16]

Performance Measures and Results

To indicate the ministry's support of restorative justice programming, the number of CAP start-up grants awarded since program implementation is monitored.

Performance Measure	2001/02 Actual	2002/03 Actual	2003/04 Actual	2004/05 Target	2004/05 Actual	2004/05 Variance
Total number of CAP start-up grants awarded since program implementation[1]	63	76	89	84	97	Target surpassed

Data Considerations: Reported figures are obtained from Financial Management Records and are compared with program file records and databases to confirm accuracy. Figures do not reflect inactive programs, active programs that did not apply for funding and/or active programs that are funded by federal or municipal governments.

[1] For increased clarity, the wording of this performance measure has been revised since publication of the *Ministry of Public Safety and Solicitor General Service Plan 2004/05 – 2006/07*.

During 2004/05, eight CAP start-up grants were awarded by the ministry, bringing the total number of start-up grants awarded since program implementation to 97. Those grants awarded in 2004/05 targeted Aboriginal communities and programs in the City of Vancouver.

Although the target for 2004/05 was surpassed, it is noteworthy that because of resource limitations, all funding requests could not be fulfilled; in addition to the eight communities who received grants, eight other communities applied for but did not receive funding. This is significant in that it was anticipated that the number of requests for start-up grants would begin to decrease once funding had been available for a number of years and programs were in operation in many communities. Receipt of funding requests from 16 communities in 2004/05 indicates continued community interest in and support of restorative justice programs.

Another strategy reflecting the CPSD approach is to support schools and communities in developing and implementing crime prevention projects. Through the provision of ministry funding, training and information resources, schools and communities across the province receive the information, tools and resources needed to enhance community safety.

[16] Major CAP models include circle remedies, family group conferencing, neighbourhood accountability boards, and victim-offender reconciliation.

To indicate progress in this area, the ministry monitors the number of community-based, youth crime, violence, bullying and sexual exploitation projects funded.

Performance Measure	2001/02 Actual	2002/03 Actual	2003/04 Actual	2004/05 Target	2004/05 Actual	2004/05 Variance
Number of community-based, youth crime, violence, bullying and sexual exploitation projects funded	250	200	273	250	285	Target surpassed [1]

Data Considerations: Figures are based on internal records and reports received from funding partners, such as the National Crime Prevention Centre and the B.C. Crime Prevention Association. The data are considered to be accurate and reliable.

[1] The target for 2004/05 was surpassed primarily due to an increase in the number of projects funded under the Crime Prevention Week and Safe Communities Day initiatives.

During 2004/05, the ministry provided funding to the following projects.

Safe Communities Day Grants (97 projects): This program provides grants of $100 to support communities in crime prevention.

Community Mobilization Projects — National Crime Prevention Strategy (96 projects): This program supports communities in developing and implementing local strategies to prevent crime and victimization.

Safe Street Safe Schools Grants (36 projects): This program provides grants of up to $5,000 to support schools and communities with local crime prevention efforts to enhance public safety.

Crime Prevention Week Grants (30 projects): Grants of $100 are provided to raise awareness of crime prevention strategies and encourage citizens to become involved in community safety efforts.

Assistant Deputy Ministers' Committee Community Capacity Building Grants (23 projects): This program provides grants of up to $5,000 to help communities address issues of prostitution, particularly when they involve the sexual exploitation of children and youth.

Stop the Sexual Exploitation of Youth Forum (one project): Funding for conference organization was provided to the Justice Institute of B.C.

Municipal Crime Prevention Meeting (one project): This meeting focused on supporting crime prevention efforts at the local government level.

Evidence-based Training day (one project): Each year the ministry hosts a training day at the B.C. Crime Prevention Association's Annual Training Symposium.

Objective 3: Victims of crime are provided with timely information, assistance and support to reduce the impact of crime

Key Strategies

- Offer support to victims of crime through victim service programs.
- Provide financial benefits and assistance to victims of crime.
- Provide training and support to victim service workers.
- Provide education for first responders, justice system personnel and community partners regarding the needs of victims of crime.
- Increase public awareness of the services available to victims of crime.

Victims of crime require a range of supports and services as a result of their victimization. Key strategies designed to reduce the impact of crime include offering timely information, referrals and practical support to victims of crime and their families through victim service programs. This includes efficient administration of the *Crime Victim Assistance Act* to ensure that victims have timely access to financial assistance and other benefits.

Performance Measures and Results

To indicate performance in this area, the ministry monitors the average time required to adjudicate financial assistance/benefits for victims of crime.

Performance Measure	2001/02 Actual	2002/03 Actual	2003/04 Actual	2004/05 Target	2004/05 Actual	2004/05 Variance
Average time to adjudicate victim financial assistance/ benefits[1]	12-14 months	12-14 months	6 months (estimate)	4 months (estimate)	9 months (estimate)	Target not met

Data Considerations: Estimated time lines are derived from the ELVIS database and manual records, taking into account the dates claims were received and completed, and cases that remain outstanding. The estimates are relatively reliable but reporting accuracy will be improved with the new reporting system currently being implemented and expected to be in place in fiscal year 2005/06.

[1] For increased clarity, the wording of this measure has been revised since publication of the *Ministry of Public Safety and Solicitor General Service Plan 2004/05 – 2006/07*.

The target of four months for 2004/05 was based on average time lines for adjudications previously completed, taking into consideration time estimates for securing the necessary supporting documentation from a variety of sources, including police reports, medical/ hospital reports, employer reports and other information related to eligibility and entitlement to benefits.

The 2004/05 target was not met, with it taking, on average, an estimated nine months for adjudications to be completed. Three primary factors contributed to this result. First, the Crime Victim Assistance Program received more applications for victim financial assistance/ benefits than originally anticipated.[17] Second, the governing legislation and regulations are

[17] British Columbia has historically had one of the highest numbers of applications when compared to other national jurisdictions. Additionally, B.C. is the only jurisdiction in Canada to provide benefits to witnesses of violent offences and to immediate family members of injured victims.

relatively new and as a result, adjudications took longer to complete during development of the policies required to guide the decision-making process. Third, the program is often unable to influence timing with regard to accessing information, or the quality or nature of the information provided from alternate sources, both of which impact time lines.

In response to the 2004/05 result, the ministry has introduced new business processes to streamline adjudications, is working with police and other supporting agencies to improve adjudication time lines, and has applied additional staffing resources to the program. As a result, the number of claims awaiting adjudication has been reduced by over 50 per cent to date, and it is expected that the backlog will be eliminated entirely during the 2005/06 fiscal year.

Core Business: Corrections

Objective 4: Offenders are supervised and managed based on their risk to re-offend

Key Strategy

- Conduct offender risk/needs assessments to determine appropriate supervision.

A key objective of the ministry is to ensure that offenders are supervised and managed based on their risk to re-offend. To effectively and efficiently supervise offenders while they are under court orders, and to achieve reductions in re-offending behaviour over the long term, it is critical to understand the risk an offender poses to society and how that risk can be best addressed. More than 20 years of correctional research have resulted in the development of standardized assessment tools that can reliably provide this information. Therefore, to achieve the above objective, the ministry conducts offender risk/needs assessments to determine appropriate supervision, and monitors the percentage of offenders for whom risk/needs assessments have been completed.

Performance Measures and Results

The completion rates of risk/needs assessments are monitored and reported regularly within the Corrections Branch. This ensures that staff supervising offenders and facilitating programs are doing so with the most reliable and complete information available for decision-making and case management.

Performance Measure	2001/02 Actual	2002/03 Actual	2003/04 Actual	2004/05 Target	2004/05 Actual	2004/05 Variance
Percentage of risk/needs assessments completed	86%	88%	88%	85%	87%	Target surpassed

Data Considerations: The data for this measure are drawn from CORNET, an electronic, integrated offender management information system. Data accuracy and reliability are dependent on staff data entry and staff resources. Data in the CORNET system are scrutinized by the Systems Services Unit of the Corrections Branch to ensure integrity, and ongoing reviews of statistical reports are used to identify and address any anomalies in the data. Staff receive ongoing training and peer review of risk/needs assessment practices to ensure reliable results.

A target of 85 per cent was established for 2004/05 in keeping with Corrections Branch policy; policy allows a sixty-day period for risk/needs assessments to be completed so, at any given time, approximately 10 to 15 per cent of offenders are new admissions in the process of being assessed.

The 2004/05 target was surpassed, with 87 per cent of risk/needs assessments completed. This is significant in that completion of risk/needs assessments is a fundamental first step in good correctional practice. The result is also significant in that it was anticipated that downsizing in the Corrections Branch might impact branch capacity to complete assessments, and this was reflected in a lower target being established for 2004/05; however, the actual result of 87 per cent shows that the branch achieved the same assessment completion rate following a period of restructuring that had been previously achieved.

By continuing to achieve its targets for completing risk/needs assessments, the Corrections Branch effectively focuses its resources on the supervision of offenders who present the highest risk to re-offend, and is better able to provide appropriate supervision and offender programming to increase public safety.

Objective 5: Programs are provided designed to reduce the likelihood of re-offending

Key Strategies

- Provide the following core programs to offenders according to their case management plans: Cognitive Skills; Educational Upgrading; Respectful Relationships; Relapse Prevention for Sex Offenders; Substance Abuse Management; and Violence Prevention.
- Develop Living Skills core program.

Risk/needs assessments are also used to establish case management plans to address a number of dynamic risk factors that are associated with re-offending behaviour (e.g., substance abuse). Correctional research has confirmed that providing programs that target these factors among higher-risk offenders can reduce re-offending behaviour. Another key strategy of the ministry is therefore to develop and deliver core programs to offenders according to their case management plans.

Performance Measures and Results

The ministry monitors the percentage of offenders successfully completing core programs to provide information on the short-term outcome of these programs as it is critical for offenders to attend and complete the programming designed to assist them in addressing their criminal behaviour.

Performance Measure	2001/02 Actual	2002/03 Actual	2003/04 Actual	2004/05 Target	2004/05 Actual	2004/05 Variance
Percentage of enrolled offenders successfully completing core programs[1]	86%	76%	71%	76%	70%	Target not met

Data Considerations: The data for this measure are drawn from CORNET, an electronic, integrated offender management information system. Data accuracy and reliability are dependent on staff data entry and staff resources. Data in the CORNET system are scrutinized by the Systems Services Unit of the Corrections Branch to ensure integrity, and ongoing reviews of statistical reports are used to identify and address any anomalies in the data.

[1] For increased clarity, the wording of this measure has been revised since publication of the *Ministry of Public Safety and Solicitor General Service Plan 2004/05 – 2006/07*.

The target established for 2004/05 was based on early indicators of what might be achievable given Corrections experience with core program delivery. Research demonstrates that programming is most effective when provided to offenders at high risk of re-offending and directed at their specific rehabilitative needs.

The 2004/05 target of 76 per cent was not met, with 70 per cent of enrolled offenders successfully completing core programs.

Reductions in operational capacity over the last three years may have impacted the branch's capacity to maintain this target. For example, the necessity of transferring offenders to best manage counts in jails may be curtailing offender participation in programs. The majority of offenders who only partially completed programs were transferred to another institution during the course of their programs.

In the community, failure to report to programs and unacceptable participation in programs remain the primary reasons for unsuccessful completion. However, scheduling problems, transfers between programs and offices, and cancellation of programs also played a role in non-completion of programs.

The Corrections Branch will continue to monitor and report this measure as part of quality assurance practices within the branch. The core program completion rate is an important measure because without full attendance and completion of programming, offenders cannot gain the skills and knowledge needed to reduce re-offending.

In addition, the indicator *percentage of offenders who do not re-offend for two years following corrections supervision* is used by the ministry to assess the overall effectiveness of the justice system in not only managing adult offenders, but also focusing on their rehabilitation. Over the long-term, one of the foremost methods of protecting citizens and communities from crime is to ensure that the criminal justice system reduces the likelihood of re-offending. Ultimately, success in reducing recidivism would result in lower crime rates, increased safety, and decreased expenditures on criminal justice.

However, criminal behaviour is a highly complex phenomenon involving many different individual and socio-economic factors, and success in reducing recidivism is not under the exclusive control of any one ministry. Reduction in re-offending behaviour is a multifaceted outcome that involves all components of the justice system as well as many other aspects of

government (such as health, education and social services) and factors that are external to government control.

The following measure captures the percentage of offenders who are not sentenced to a subsequent offence for two years following completion of a jail sentence or upon being sentenced to community supervision. [18]

Performance Measure	2001/02 Actual	2002/03 Actual	2003/04 Actual	2004/05 Target	2004/05 Actual	2004/05 Variance
Percentage of offenders who do not re-offend for two years following corrections supervision	71%	70%	70%	65%	71%	Target surpassed

Data Considerations: The data for this measure are drawn from the Corrections Branch operational system CORNET and are considered to be very reliable. The methodology developed for calculating this measure uses a two-year tracking period. It is based on a rolling average of all offenders who have been sentenced for another offence within the two year time period tracked. Consequently, for any given year, the data presented are for two years prior.

Given the global nature of this indicator, and the many factors that contribute to criminal behaviour, targeting marginal increases for offenders who *do not* re-offend is a realistic approach. Incremental decreases in recidivism will have significantly positive impacts on all aspects of the justice system, public safety, and other government services. Specific targets are established through examination of 20 years of data on re-offending.

The target established for 2004/05 was surpassed, with 71 per cent of offenders not re-offending for two years following corrections supervision.

The implications of surpassing the target are positive with respect to enhanced public safety and lowered criminal justice costs. However, it should be noted that the target was initially reduced from 70 per cent in fiscal year 2003/04 to 65 per cent for 2004/05. This reduction was made in keeping with a number of factors that may affect recidivism, including: an increasing crime rate, a hardening offender profile, a strengthened police force (which may impact the crime rate — i.e., greater detection, investigation, and charging for criminal acts), and reductions in Corrections operational capacity. The implications of achieving a 29 per cent recidivism rate are positive but should be viewed with caution. The tracking period for this indicator is for two years; thus, these results reflect fiscal year 2001/02 data and fluctuations may yet reveal themselves.

As global indicators of performance, these results serve as baseline information to monitor a key element of societal concern. If calculated and collected in the same manner, these data have great potential for cross-jurisdictional comparisons on reductions in re-offending amongst provinces. Having established a sound methodology for calculating recidivism for use in the field of Corrections, the potential for developing other complementary indicators within justice system sectors is enhanced.

[18] This measure does not capture other indicators of re-offending behaviour, such as victimization rates, police contacts, or charges recommended by police.

Ministry Goal 2

Public safety is enhanced through:

- emergency preparedness and response capacity;
- efficient coroners services;
- effective programs to regulate dangerous and unfit drivers;
- improved safety and efficiency of commercial vehicle operations;
- reduced incidence of illegal gambling; and,
- improved compliance with provincial liquor laws.

Core Business: Policing and Community Safety

Objective 1: Minimized loss of life and economic impact from disasters and emergencies

Key Strategies

- Continue to develop provincial capacity to respond to emergencies and disasters.
- Assist local governments in preparing for emergencies and disasters by providing education and tools via the internet.

Individuals and local governments are responsible for their level of preparedness to respond to emergencies and disasters. However, as a crisis escalates, they need support and assistance from the province. Providing individuals and local governments with the tools to deal with emergencies will reduce the harm caused by disasters. Improving the provincial response capacity will result in reductions in loss of life and disturbance to property and will ultimately aid in the recovery of communities.

The province is faced with many potential hazards and is regularly exposed to wildfire, flooding, landslides, and severe weather which impact people, livelihoods and infrastructure. British Columbia is increasingly at risk of hazards such as SARS, avian influenza, pandemic influenza and the consequences of international terrorism which have severe human and economic impacts. As the nature, size, scope and area of occurrence of disasters vary from year to year, staffing flexibility is required to enable the Provincial Emergency Program (PEP) to complement regular staff resources to respond effectively to all potential disasters. In order to maximize the use of provincial resources, PEP initiated the Temporary Emergency Assignment Management System (TEAMS) to provide the province with the capacity to respond to disasters.

PEP selects TEAMS members from across all ministries and from throughout the province, provides them with training in emergency management, and maintains a log of member availability. TEAMS members provide staffing for the Provincial Emergency Coordination Centre and Provincial Regional Emergency Operations Centres, which provide assistance to local governments and direct provincial response efforts in the event of a disaster.

Performance Measures and Results

The number of TEAMS members ready for deployment in an emergency is monitored by the ministry to indicate the province's capacity to respond to emergencies and disasters.

Performance Measure	2001/02 Actual	2002/03 Actual	2003/04 Actual	2004/05 Target	2004/05 Actual	2004/05 Variance
Number of TEAMS members ready for deployment in an emergency	120	120	110	120	120	Target met

Data Considerations: The data are considered to be accurate and reliable.

A number of factors are taken into consideration in establishing targets for this measure. PEP has between 20 and 25 regional and headquarters staff who can be committed to emergency operations at any given time. Therefore, the overall provincial response to any emergency depends upon trained staff drawn from other ministries. Depending on the nature of the emergency, it can require 40 to 60 staff to operate one Emergency Operations Centre on a 24/7 basis. During flood or fire season, two or three Provincial Regional Emergency Operations Centres and the Provincial Emergency Coordination Centre will be activated at any given time.

The target established for 2004/05 was met, with 120 TEAMS members ready for deployment.

Objective 2: Coroners' reports and Judgments of Inquiry are based on consistent and timely information and are completed in a timely fashion

Key Strategies

- Redesign the Coroners Case Management System (TOSCA).
- Provide ongoing training to all coroners.
- Provide coroners with electronic access to field investigation protocols.

The B.C. Coroners Service investigates all sudden and unexpected, unexplained or unattended deaths and makes recommendations to improve public safety through preventative measures. This service also helps people deal with the trauma of death through provision of timely and accurate information.

Performance Measures and Results

To monitor performance in this area, the ministry tracks the percentage of coroners' files completed within four months. To most effectively improve public safety and assist the public, coroners' cases must be completed in a timely fashion and be based on current, consistent and timely information.

Performance Measure	2001/02 Actual	2002/03 Actual	2003/04 Actual	2004/05 Target	2004/05 Actual	2004/05 Variance
Percentage of coroners' files completed within four months	65%	65%	70%	81%	69%	Target not met

Data Considerations: The source of data for this measure is the Coroners Case Management System. The results are calculated by measuring the duration from the date the case coroner is notified to the date on which the case file is closed at the Regional Office. One data limitation associated with this measure is that any delays in the processing of coroners' files at the Regional Office may affect the date on which the file is closed on the database. A second limitation is that case files opened at or near the end of the fiscal year are counted for the purpose of these statistics, although the duration of time they remain open is not yet determined. These limitations will no longer be a consideration when the new database system is in place.

In establishing the target for this measure, it was estimated that with efficiencies to be achieved through implementation of a new provincewide database designed to support coroners' investigations and share current information (TOSCA), at least 80 per cent of all coroners' files could be completed within four months. However, implementation of TOSCA has been delayed to September 2005, with full implementation across the province by February 2006. The efficiencies expected from the new system will therefore not be realized until fiscal years 2005/06 and 2006/07.

Core Business: Compliance and Consumer Services

Objective 3: Improved driver safety

Key Strategies

- Review Driver Fitness and Driver Improvement Standards to identify those requirements that will have the greatest impact on driver safety and to eliminate any unnecessary requirements.
- Introduce business process and system enhancements that free resources to focus on work that will lead to improved driver safety.
- Work with ICBC to develop a senior driver strategy.

In 2000, British Columbia endorsed the National Road Safety Vision 2010 and while agencies continue to develop and implement initiatives to increase road safety, a strategic plan with defined and measurable actions was needed to facilitate a coordinated approach. A key strategy of the ministry is therefore to work with ICBC and government and non-government agencies and stakeholders to develop and implement a long-term strategic road safety plan for the province, including strategic actions to achieve provincial and national goals.

Performance Measures and Results

To indicate progress in this area, the ministry is tracking achievement of milestones in developing and implementing an inter-agency road safety plan.[19]

[19] This is a new measure developed since publication of the *Ministry of Public Safety and Solicitor General Service Plan 2004/05 – 2006/07*.

Performance Measure	2001/02 Actual	2002/03 Actual	2003/04 Actual	2004/05 Target	2004/05 Actual	2004/05 Variance
Milestones in developing and implementing an inter-agency road safety plan	N/A	Initial planning commenced	Planning continued with internal consultations	Planning completed	Draft Framework completed Stakeholder input received and reviewed	Target met

In addition to the above measure, the ministry is working with ICBC to identify the most accurate and appropriate method for establishing a serious injury and fatalities rate with which to demonstrate improvements in road safety in the province over time.[20] The original measure identified in the *Ministry of Public Safety and Solicitor General Service Plan 2004/05 – 2006/07* to indicate road safety levels — i.e., driver safety rate — has been dropped because the measure took into account only those drivers participating in programs of the Office of the Superintendent of Motor Vehicles and was therefore not representative of all drivers in B.C. In addition, police-reported accidents, which provided the source of data for the measure, are compiled by calendar year rather than fiscal year and are not generally compiled until the year subsequent to the reporting period.

Objective 4: Effective road safety enforcement, education and programs to regulate the commercial transport industry

Key Strategies

- Review and improve commercial transport regulations, eliminating unnecessary ones.
- Reduce overlap between enforcement agencies.
- Pursue increased cooperation between police and ministry enforcement staff.

The ministry establishes and enforces standards that govern British Columbia's commercial transport industry. Key strategies linked to the objective of effective road safety enforcement, education and programs to regulate the commercial transport industry include implementing identified improvements to commercial transport safety regulations, continuing actions to increase cooperation and reduce overlap between enforcement agencies, and introducing system improvements to enhance the quality and timeliness of commercial vehicle safety data for law enforcement.

[20] The serious injuries and fatalities rate is defined as the ratio of serious injuries and deaths to the number of serious vehicle accidents in the province as recorded by ICBC.

Performance Measures and Results

To monitor performance in this area, the ministry tracks the variation from the national average in the province's out-of-service (OOS) rate for commercial vehicles. The OOS rate for commercial vehicles is the percentage of those randomly inspected that are found to have serious safety violations that render them unsafe.

Performance Measure	2001 Actual[1]	2002 Actual	2003 Actual	2004 Target	2004 Actual	2004 Variance
Variation from national average in OOS rate for commercial vehicles[2]	-2% of national average (21% in B.C.; 23% in Canada)	Equal to national average (21% in B.C. and in Canada)	+2% of national average (22% in B.C.; 20% in Canada)	Within +/- 2% of national average	- 2% of national average (20% in B.C.; 22% in Canada)	Target met

Data Considerations: The OOS rate for commercial vehicles is compiled on the basis of statistics from random roadside inspections conducted according to standards developed by the Commercial Vehicle Safety Alliance (CVSA), a North America-wide commercial vehicle safety organization. Results are calculated by assessing the average OOS rate across all random roadside inspections conducted in B.C. during the annual CVSA Roadcheck program. In conducting inspections, B.C. employs randomized sampling techniques considered to yield statistically accurate and reliable results.

[1] This measure is reported by calendar year rather than by fiscal year due to the varying fiscal years employed across Commercial Vehicle Safety Alliance (CVSA) member jurisdictions (Canada, United States and Mexico).

[2] This measure has been revised since publication of the *Ministry of Public Safety and Solicitor General Service Plan 2004/05 – 2006/07* from the original "OOS rate for commercial vehicles."

The target of a provincial OOS rate that is within plus or minus two per cent of the national average was established based on CVSA roadside inspection data, which provide an indicator of commercial vehicle mechanical fitness comparable across jurisdictions. CVSA inspection criteria are used by all Canadian provinces and territories in assigning OOS ratings. Setting a performance target that allows B.C. to use comparable determinants to chart the success of its commercial vehicle safety and enforcement programs from year to year allows for a better assessment of the impacts of road safety programs.

The target established for 2004 was met with a 20 per cent OOS rate for commercial vehicles within B.C. in comparison to a national rate of 22 per cent for the calendar year.

The OOS rate in B.C. has been dramatically reduced during the last decade; the 1997 OOS rate was 30 per cent compared to 20 per cent reported for 2004. While gains continue to be made in reducing OOS rates through a focus on increasing mechanical fitness, research suggests that continued reductions in the crash rates of heavy commercial vehicles are likely to be best achieved by focusing on driver behaviour and moving violations.

The OOS rate for commercial vehicles will continue to be monitored to indicate success in enforcing regulations and educating operators, and to provide an indication of the commercial vehicle transport industry's compliance with maintenance standards. It provides the ministry with a basis for monitoring compliance with safety requirements, and assists the ministry in planning budget allocations.

Core Business: Gaming Policy and Enforcement

Objective 5: Reduced incidence of illegal gambling[21]

Key Strategies

- Complete integration of the Illegal Gambling Enforcement Strategy.
- Fully integrate the Integrated Illegal Gambling Enforcement Team, comprised of RCMP and Gaming Branch investigators.
- Implement a ticket violation program for certain offences under the *Gaming Control Act* to reduce unnecessary court time.
- Work with the RCMP and other law enforcement agencies to better identify and prosecute offenders and reduce the incidence of illegal gambling.
- Develop branch experts qualified to give evidence at administrative hearings and court proceedings regarding illegal gambling activity.

Reduced incidence of illegal gambling is an important objective of the ministry, and fully establishing the Integrated Illegal Gambling Enforcement Team is a key strategy to meet that objective. Dedicated RCMP officers have been placed in regional offices throughout B.C., working with branch investigators to combat illegal gambling. In addition, partnerships with other law enforcement agencies are being established to ensure cross-jurisdictional cooperation in illegal gambling investigations.

Performance Measures and Results

To indicate progress toward meeting the objective of reduced incidence of illegal gambling, the ministry is developing a methodology for establishing a baseline incidence rate of reported illegal gambling and will monitor changes in that rate. It is anticipated that a baseline will be established for fiscal year 2005/06 and targets will be set to reduce the incidence of reported illegal gambling on a year-to-year basis.

Performance Measure	2001/02 Actual	2002/03 Actual	2003/04 Actual	2004/05 Target	2004/05 Actual	2004/05 Variance
Incidence of reported illegal gambling	N/A	N/A	N/A	N/A	Measure under development	N/A

[21] Since publication of the *Ministry of Public Safety and Solicitor General Service Plan 2004/05 – 2006/07*, the ministry has shifted focus from the timeliness of investigations to a more outcome-oriented focus on reduced incidence of illegal gambling. This objective and associated performance information have therefore been revised accordingly.

Core Business: Liquor Control and Licensing

Objective 6: Improved industry cooperation to reduce problems associated with liquor misuse

Key Strategies

- Target inspection resources on high-risk establishments and focus inspections and investigations on service to minors, over-service, overcrowding, and illicit alcohol.
- Create tools to identify high-risk establishments in consultation with local governments, police, schools and licensees.
- Improve the Service Training Program to strengthen the service-to-minors and over-service education components.

The liquor industry has a legal responsibility to minimize harm to their customers and to any individual or community affected by the consumption of liquor in their establishments. Liquor licensees must acknowledge and accept that with the privilege of holding a liquor licence and maintaining a livelihood through the sale of liquor, comes a legal responsibility to minimize harm to their customers and to any individual or community affected by the consumption of liquor in their establishments.

Increasing the presence of enforcement staff in licensed establishments and at events where liquor is served is an important element in achieving greater industry cooperation in reducing problems associated with liquor misuse. Conducting inspections and investigations is intended to achieve several outcomes: to raise awareness among liquor licensees that their performance in complying with regulations is being monitored; to provide professional advice and educational assistance to licensees to improve their understanding of their legal obligations; and to facilitate cooperative efforts with local police, fire, health and other organizations interested in reducing harm caused by liquor misuse. Together, these results should lead to improved voluntary compliance within the industry, thereby enhancing public safety.

Performance Measures and Results

To indicate progress in this area, the ministry tracks the percentage of inspected or investigated licensees who are found to be in compliance.[22]

[22] The *Ministry of Public Safety and Solicitor General Service Plan 2004/05 – 2006/07* also identified the number of inspections conducted as a performance measure. The number of inspections has subsequently been dropped as a stand-alone measure, but will continue to be reported in the context of compliance rates.

Performance Measure	2001/02 Actual	2002/03 Actual	2003/04 Actual	2004/05 Target	2004/05 Actual	2004/05 Variance
Percentage of inspected/ investigated licensees found to be in compliance [1]	79% (estimate)	79% (estimate)	81%	85%	93%	Target surpassed

Data Considerations: The data for this measure are drawn from the POSSE database and are based on records of inspections and contravention notices issued. The data are considered to be accurate and reliable.

[1] For increased clarity, the wording of this measure has been revised since publication of the *Ministry of Public Safety and Solicitor General Service Plan 2004/05 – 2006/07*.

The target established for this measure was based on analysis of historical compliance rates and trends, with the target for 2004/05 representing a five per cent increase above these historical levels. Factors considered in establishing the target were: the shift in focus of the program to the public safety issues of service-to-minors, over-service, overcrowding, and illicit liquor; the targeting of resources towards high-risk establishments; and the ongoing education of licensees about their responsibilities under B.C.'s liquor laws and policies, and the specific terms and conditions of their licence.

The 2004/05 target was surpassed, with 93 per cent of inspected or investigated licensees found to be in compliance.[23] The result indicates increased voluntary compliance among liquor licensees, which in turn indicates the level at which licensees understand and are willing to cooperate with the liquor regulatory framework. An increase in voluntary compliance may also indicate that liquor misuse is decreasing, given the focus of inspections on service to minors, over-service and illicit alcohol.

By determining that 93 per cent of licensees are voluntarily compliant, and more specifically compliant in regards to public safety-oriented contravention types, the ministry is able to shift its resources and focus on the remaining seven per cent of licensees who do not voluntarily comply. By focusing on these licensees, the ministry will make more effective and efficient use of compliance and enforcement resources and will be better positioned to analyze the characteristics and underlying causes of non-compliance.

Another key strategy to improve industry cooperation to reduce problems associated with liquor misuse is ensuring that problem establishments are dealt with quickly through the enforcement hearing process. Reducing the time between non-compliant behaviour on the part of licensees and the imposition of appropriate penalties may increase the impact of those penalties on contravening licensees. This should in turn increase the likelihood that licensees will institute policy and/or procedural changes to ensure future compliance with liquor laws.

[23] This result is based on 15,739 inspections/investigations conducted in 2004/05. The number of inspections/investigations conducted was marginally lower than the 16,800 identified as the target for 2004/05.

Performance Measures and Results

The time required to reach an enforcement decision or waiver is tracked by the ministry.

Performance Measure	2001/02 Actual	2002/03 Actual	2003/04 Actual	2004/05 Target	2004/05 Actual	2004/05 Variance
Time to reach an enforcement decision or waiver	120 days	171 days	81 days[1]	90 days	76 days	Target surpassed

Data Considerations: Data are drawn from the POSSE database and are based on records of Notice of Enforcement Action (NOEA) issued, and waiver and hearing decision dates. The data are considered to be accurate and reliable.

[1] Prior to 2003/04, this measure was based on the average time it took to provide a written hearing decision following the initial Notice of Enforcement Action. The measure was subsequently revised to include waivers to more accurately reflect the enforcement process. This change significantly affected the result for 2003/04, as Notices of Enforcement Action leading to waivers generally take a much shorter time to conclude than do those leading to hearing decisions.

The target of 90 days established for 2004/05 was surpassed, with it taking, on average, 76 days to reach an enforcement decision or waiver following the date of issue of a Notice of Enforcement Action. This result is largely attributable to ongoing contract management efforts to ensure that performance targets established for adjudicators are met.

More timely enforcement actions in turn indicate a more successful Compliance and Enforcement Program and should serve to increase voluntary compliance within the liquor industry.

Ministry Goal 3:

Public interests are safeguarded through:

- Consumer protection and communication of public safety and awareness initiatives;
- An effective residential tenancy system;
- Regulation of gaming and promotion of responsible gaming practices; and
- Liquor control decisions that reflect community standards.

Core Business: Compliance and Consumer Services

Objective 1: Services are provided to protect public interests while promoting fairness and understanding in the marketplace

Key Strategies

- Implement new legislation and regulations for consumer industries.
- Move regulated consumer industries toward delegated administrative authority.
- Take targeted enforcement action to reduce consumer victimization.
- Improve the quality of consumer information on film classifications and warnings.
- Implement changes to regulations to focus resources on high-risk businesses involved in film and video distribution.

Performance Measures and Results

In June 2004, the Business Practices and Consumer Protection Authority, a private, not-for-profit statutory corporation, assumed the function of enforcing consumer protection legislation from the Compliance and Consumer Services Branch. The performance measure identified in the *Ministry of Public Safety and Solicitor General Service Plan 2004/05 – 2006/07* — dollars per FTE in restitution resulting from consumer service industry investigations — has therefore been dropped.

Objective 2: Landlord-tenant disputes are resolved in a timely manner

Key Strategies

- Implement new residential tenancy legislation.
- Improve the quality of residential tenancy information.
- Provide residential tenancy information efficiently through the internet and information clinics.

An important objective of the ministry is an effective residential tenancy system in which landlord-tenant disputes are resolved in a timely manner. Key strategies to meet this objective include improving the quality of residential tenancy information, and providing information and services efficiently through systems improvements. With improved quality of and access to residential tenancy information, parties are more likely to resolve disputes between themselves, thereby reducing demand on the arbitration system and in turn improving access for those parties who remain in dispute. For those who remain in dispute, improved information resources are intended to ensure they are better prepared for arbitration.

Performance Measures and Results

Where arbitrations are necessary to resolve disputes, it is essential that they proceed expeditiously. According to policy, arbitrations are to be scheduled within six weeks of an application for arbitration being accepted. To monitor adherence to policy, the ministry tracks the percentage of residential tenancy arbitrations scheduled to take place within six weeks or less.

Performance Measure	2001/02 Actual	2002/03 Actual	2003/04 Actual	2004/05 Target	2004/05 Actual	2004/05 Variance
Percentage of residential tenancy arbitrations scheduled to take place within six weeks or less	91%	91%	92%	92%	92%	Target met

Data Considerations: Although data entry errors may occur in the electronic scheduling system used by the Residential Tenancy Office (RTO), the data are considered to be accurate and reliable. Beginning in fiscal year 2005/06, a new RTO case management system will eliminate the risk of data entry errors.

The target established for 2004/05 was based on prior year data. Historically, approximately 90 per cent of arbitrations were scheduled within six weeks of filing and the goal is to gradually improve upon that rate.

The 2004/05 target was met, with a result of 92 per cent. Results are used by the Residential Tenancy Office to assess the number of arbitrators needed by the office, as the timeliness of scheduling is in part dependent on the availability of arbitrators.

Core Business: Gaming Policy and Enforcement

Objective 3: A comprehensive regulatory framework for gambling that balances economic activity with public safety

Key Strategies

- Streamline criteria for licensees and registrants.
- Continue to develop, implement and enforce public interest standards.
- Develop compliance sanctions and penalties for violations of the *Gaming Control Act*, regulations and policies.
- Audit all commercial gaming and horse racing activity in the province.
- Audit charities receiving over $50,000 in grants every four years.
- Conduct random audits of grant recipients.
- Audit major ticket raffle licensees every two years.

The ministry conducts audits of commercial gaming and horse racing activity in order to ensure compliance with all operating requirements, and to ensure the proper management of assets and handling of money.

The ministry also conducts compliance audits of gaming event licensees and grant recipients to: ensure that licensed gaming activities are conducted in a fair, open and honest manner, and that proceeds from licensed gaming and gaming grants are used appropriately; educate licensees and grant recipients on the requirements and their responsibilities; and encourage licensees and grant recipients to voluntarily comply with the requirements.

The audit function of the branch is one of the ministry's main tools for ensuring the integrity of the regulatory framework for gaming, and achieving the objective of a comprehensive regulatory framework that balances economic activity with public safety.

Performance Measures and Results

To assess the effectiveness of the audit function, the ministry tracks the percentage of gaming funds recipients audited, and the percentage of those audited that are found to be in compliance.

Performance Measures	2001/02 Actual	2002/03 Actual	2003/04 Actual	2004/05 Target	2004/05 Actual	2004/05 Variance
Percentage of gaming funds recipients audited [1]	Data not available	Data not available	12%	9%	11%	Target surpassed
Percentage of gaming funds recipients audited who are found to be in compliance	Data not available	Data not available	70%	75%	76%	Target surpassed

Data Considerations: The ministry has tracked community organization audits since April 2003. Monthly reports are generated that detail the number of audits conducted and the instances of non-compliance. The data are considered to be accurate and reliable.

[1] In the *Ministry of Public Safety and Solicitor General Service Plan 2004/05 – 2006/07*, this measure was worded "percentage of grant recipients randomly audited." As such, the measure did not capture the majority of grant recipients who are audited on a regularly scheduled basis (versus randomly), or the community organizations that receive licensed gaming revenue. To provide a more inclusive measure, the measure has been revised to include all community organizations that receive gaming revenue, either through a grant or through a licensed gaming event. The targets and results reported for the measure have also been revised accordingly.

The ministry's audit program provides for regularly scheduled audits on a risk-assessment basis. Under the program, the ministry has identified the following targets:

- audit registered ticket raffle (potential revenue over $250,000) licensees annually;
- audit major ticket raffle (potential revenue over $100,000 to $250,000) licensees every two years;
- audit charities receiving over $50,000 in gaming funds every four years; and,
- audit five per cent of charities receiving under $50,000 in gaming funds annually.

The overall target for audits in 2004/05 was established by applying the above targets to the total population of gaming funds recipients. As the size and mix of community organizations receiving gaming funds changes from year to year, so will the overall target for the measure.

The overall target of nine per cent established for 2004/05 was surpassed, with 11 per cent of gaming funds recipients audited during the fiscal year. In addition to the planned audits referred to above, audit examinations may also be conducted in response to public complaints or on the recommendation of ministry staff. These additional examinations contributed to a greater than planned number of audits being performed in 2004/05. The results for this measure will assist the ministry in developing future year audit plans.

With regard to the second measure — the percentage of audited gaming funds recipients found to be in compliance — the target for 2004/05 was based on a review of the overall level of compliance in 2003/04, and an estimate of reasonable expectations for improvement resulting from the Compliance Enhancement Program.

The ministry launched the Compliance Enhancement Program in 2004/05 to help recipients of gaming funds better understand compliance requirements. The program delivers presentations to interested recipient organizations on a range of topics, including financial reporting requirements, compliance issues and appropriate use of proceeds. The objective of the program is to increase the overall compliance rate and financial accountability of

community organizations receiving gaming funds. Since the launch of this initiative, the rate of compliance has been steadily rising and reached 76 per cent for the 2004/05 fiscal year.

Results for this measure are used to evaluate the overall effectiveness of the ministry's auditing function, including the Compliance Enhancement Program. The results assist the ministry in determining if modifications are required to increase compliance rates and, if any changes are undertaken, future results can be used to indicate the effectiveness of those changes.

Objective 4: Responsible gambling practices are encouraged through the Responsible Gambling Strategy

Key Strategies

- Maintain and enhance the Responsible Gambling Website.
- Enhance the delivery and effectiveness of problem gambling treatment and prevention services across the province.
- Increase awareness of the responsible gambling initiative and treatment services available to those with a gambling problem.
- Organize forums of experts to advise on responsible gambling initiatives.

In 2002/03, the provincial problem gambling program was transferred to the Ministry of Public Safety and Solicitor General. Following a full program review in 2003/04, the ministry introduced the Responsible Gambling Strategy. The strategy is designed to reduce the incidence of problem gambling, reduce the harmful impacts of excessive gambling and encourage responsible gambling practices and healthy choices.

Elements of the strategy, to be phased in by 2007/08, include: increasing emphasis and efforts in prevention, research and evaluation; fully developing the Partnership for Responsible Gambling by establishing responsibilities of local governments, service providers and other major stakeholders; reviewing service delivery and contract management of provincewide problem gambling treatment and prevention services; and, increasing awareness of the responsible gambling initiatives and treatment services available to those with a gambling problem.

Performance Measures and Results

To monitor progress towards the full implementation of the Responsible Gambling Strategy, the ministry tracks the achievement of implementation milestones.[24]

Performance Measure	2001/02 Actual	2002/03 Actual	2003/04 Actual	2004/05 Target	2004/05 Actual	2004/05 Variance
Achievement of milestones in implementing the Responsible Gambling Strategy	N/A	Full program review undertaken	Responsible Gambling Strategy delivery framework developed and initiated Advertising and marketing standards implemented Responsible Gambling Website launched	New measure's target not previously established	Operational plan developed Problem gambling media campaign undertaken Social and economic impact of gambling research undertaken Responsible Gambling Standards drafted	N/A

Core Business: Liquor Control and Licensing

Objective 5: Local governments actively participate in assessing new liquor-primary applications

Key Strategies

- Provide local governments with community health indicators to better assess licence applications.
- Set terms and conditions for hours, size and entertainment that are consistent with community standards.
- Reduce regulatory requirements and processes that do not impact public safety.
- Streamline licensing and enforcement processes.

The ministry works with communities to ensure that new liquor-primary licences reflect public interests. During the licensing process, local governments/First Nations are provided with an opportunity to comment on the licence application. Local governments/First Nations may opt out of the consultation process for any or all applications. In these cases, the General Manager of the Liquor Control and Licensing Branch must provide an opportunity for residents to comment on the licence application.

[24] The *Ministry of Public Safety and Solicitor General Service Plan 2004/05 – 2006/07* identified "prevalence of problem gambling behaviour" as a performance measure for this area. That measure has subsequently been dropped because of difficulty obtaining reliable data for annual reporting purposes.

Performance Measures and Results

The ministry monitors the percentage of local governments/First Nations providing input on liquor-primary licence applications to indicate levels of local participation in liquor control decisions.

Performance Measure	2001/02 Actual	2002/03 Actual	2003/04 Actual	2004/05 Target	2004/05 Actual	2004/05 Variance
Percentage of local governments/First Nations providing input regarding new liquor-primary applications[1]	Data not available	Data not available	Data not available	80%	93%	Target surpassed

Data Considerations: The source of data for this measure is the branch's POSSE database. The data are considered to be accurate and reliable.

[1] For increased clarity, the wording of this measure has been revised since publication of the *Ministry of Public Safety and Solicitor General Service Plan 2004/05 – 2006/07*.

This performance measure was introduced in 2003/04 with 2004/05 being the first full year of data collection. With an expanded role for local governments/First Nations to provide input into licensing decisions that may affect their communities, a 2004/05 target of 80 per cent was established to reflect the goal of increasing the level of input provided to the branch. Factors considered in establishing the target were increased familiarity among local governments and First Nations with the new regulatory regime and associated licensing process, and ongoing efforts by the branch to provide resources, tools, and advice to support them in providing input in the decision-making process.

The 2004/05 target was surpassed, with 93 per cent of local governments/First Nations providing input regarding new liquor-primary applications in their communities. This is significant in that local governments are best able to gauge and address concerns within their communities with respect to the service of liquor, and their input into the licensing decision process helps to ensure that public interests are served.

The high level of input provided by local governments/First Nations indicates that the ministry's relationship with these other levels of government is strong and that effective communication is taking place. Efforts by the ministry to provide resources, tools, and advice to local governments/First Nations to support them in their role of providing input into the decision-making process have been effective. The ministry will continue to work with local governments/First Nations and continue to refine and provide tools to facilitate their participation in the licensing process.

The ministry also tracks the average time required to acquire a liquor-primary licence to indicate progress in the streamlining of licensing processes. Streamlined licensing processes allow resources to be focused on providing local governments/First Nations with the information they need to effectively review and provide input on applications.

Performance Measure	2001/02 Actual	2002/03 Actual	2003/04 Actual	2004/05 Target	2004/05 Actual	2004/05 Variance
Time to acquire a liquor-primary licence	6 months	5 months (estimate)	6.5 months	5 months	5.9 months	Target not met

Data Considerations: The source of data for this measure is the POSSE database which tracks each step of the licensing process. The data are considered to be accurate and reliable.

The target established for 2004/05 was based upon analysis of the liquor-primary licensing process under the new Liquor Control and Licensing Regulations. Other considerations included projected process efficiencies resulting from the implementation of the new POSSE database system, and the ongoing evaluation and streamlining of licensing processes.

The 2004/05 target of five months was not met, with it taking an average of 5.9 months to acquire a liquor-primary licence. This result is largely attributed to staffing challenges encountered; during 2004/05 there was a significant turnover of staff in the division responsible for liquor-primary licensing. As a consequence of this high rate of turnover, significant time and resources were invested in ensuring that new staff were properly trained to ensure that the integrity of the liquor-primary licensing process is maintained and that licensing decisions continue to be made reflecting public interests.

Deregulation

In support of the government initiative to cut red tape and reduce the regulatory burden, the ministry established the target of reducing the number of regulatory requirements by 19.9 per cent by June 2004. The ministry has surpassed that target, achieving a reduction of 4.1 per cent during fiscal year 2004/05, bringing the total reduction to 20.5 per cent.

Report on Resources

The following Resource Summary presents expenditures and resources for 2004/05 by core business area. In addition to the five core business areas already discussed in this report, several other accounts are included to make the Report on Resources consistent with the Public Accounts.

2004/05 Resource Summary by Core Business Areas

	Estimated[1]	Other Authorizations[2]	Total Estimated	Actual	Variance (Actual minus Total Estimated)[3]
Operating Expenses ($000)					
Corrections	174,169	0	174,169	173,614	(555)[4]
Policing and Community Safety	251,067	11,490[5]	262,557	265,033	2,476[6]
Compliance and Consumer Services	35,496	0	35,496	34,379	(1,117)[7]
Gaming Policy and Enforcement	15,142	0	15,142	14,489	(653)[8]
Liquor Control and Licensing	1	0	1	0[9]	(1)
Executive and Support Services[10]	3,016	232[11]	3,248	3,098	(150)[12]
Statutory and Special Accounts[13]	24,514	6,205[14]	30,719	30,080	(639)[15]
Transfer from the General Account to the Inmate Work Program	0	(850)[16]	(850)	(850)	0
Total	**503,405**	**17,077**	**520,482**	**519,843**	**(639)**

* See footnotes on page 57.

	Estimated[1]	Other Authorizations[2]	Total Estimated	Actual	Variance (Actual minus Total Estimated)[3]
Full-time Equivalents (Direct FTEs)					
Corrections	1,735	0	1,735	1,689	(46)[17]
Policing and Community Safety	245	0	245	244	(1)
Compliance and Consumer Services	396	0	396	378	(18)[18]
Gaming Policy and Enforcement	116	0	116	111	(5)
Liquor Control and Licensing	104	0	104	98	(6)
Executive and Support Services	25	0	25	25	0
Total	**2,621**	**0**	**2,621**	**2,545**	**(76)**
Ministry Capital Expenditures (Consolidated Revenue Fund) ($000)					
Corrections	2,324	0	2,324	1,992	(332)[19]
Policing and Community Safety	1,679	0	1,679	1,810	131[20]
Compliance and Consumer Services	2,655	0	2,655	1,388	(1,267)[21]
Gaming Policy and Enforcement	320	0	320	52	(268)[22]
Liquor Control and Licensing	330	0	330	228	(102)
Executive and Support Services	150	0	150	70	(80)
Statutory and Special Accounts	93	0	93	19	(74)
Total	**7,551**	**0**	**7,551**	**5,559**	**(1,992)**

* See footnotes on page 57.

	Estimated[1]	Other Authorizations[2]	Total Estimated	Actual	Variance (Actual minus Total Estimated)[3]
Other Financing Transactions ($000)					
Compliance and Consumer Service					
Receipts	0	0	0	0	0
Disbursements	1,500	0	1,500	0	(1,500)[23]
Net Cash Source (Requirements)	(1,500)	0	(1,500)	0	1,500
Gaming Policy and Enforcement					
Receipts	431	0	431	431	0
Disbursements	0	0	0	0	0
Net Cash Source (Requirements)	431	0	431	431	0
Total Receipts	**431**	**0**	**431**	**431**	**0**
Total Disbursements	**1,500**	**0**	**1,500**	**0**	**(1,500)**
Total Net Cash Source (Requirements)	**(1,069)**	**0**	**(1,069)**	**431**	**1,500**

* See footnotes on page 57.

[1] The "Estimated" amount corresponds to the *Estimates* as presented to the Legislative Assembly on February 17, 2004.

[2] "Other Authorizations" includes additional allocations under Supplementary Estimates, Statutory Appropriations, and *Contingencies (All Ministries) and New Programs*.

[3] Variance display convention has been changed this year to be consistent with the change introduced in the Public Accounts. Variance is in all cases "Actual" minus "Total Estimated".

[4] Favourable variance of $555,000 is primarily due to savings in building occupancy costs.

[5] Other Authorizations of $11,490,000 include $3,400,000 *Supplemental Estimates* (Police Services) and $8,090,000 from *Contingencies* ($3,700,000 Police Services, $1,800,000 Victim Services, and $2,590,000 Provincial Emergency Program).

[6] Unfavourable variance of $2,476,000 is primarily due to Coroners Service costs for high-profile cases, Victim Services transfer payments and entitlement costs, and Provincial Emergency Program grants to provide support for tsunami preparedness.

[7] Favourable variance of $1,117,000 is primarily due to savings resulting from a delay in the outcome of a human rights decision on drivers' medical exam costs.

[8] Favourable variance of $653,000 is primarily due to lower than expected contract costs in the Problem Gambling Program.

[9] This core business area is self-financing, with its operating expenses recovered from liquor licensing applications and fees. For financial reporting, operating expenses are shown as zero.

[10] This business area consists of the offices of the Minister and Deputy Minister, and various agencies, boards and commissions, including salaries, benefits and allowances, and operating expenditures. It also includes the budget for centralized capital acquisitions for the ministry.

[11] Other Authorization of $232,000 is from *Contingencies (All Ministries) and New Programs* for funding higher than expected employee benefit costs.

[12] Favourable variance of $150,000 is primarily due to unrealized corporate expenses and delays in recruiting staff.

[13] This account provides for payments made under the *Emergency Program Act*, funds services as provided in the *Victims of Crime Act*, and provides payments for expenditures under the Inmate Work Program Special Account.

[14] Other Authorization of $6,205,000, under the *Emergency Program Act*, is due to higher than expected costs for disaster recovery.

[15] Favourable variance of $639,000 is primarily due to reduced activities in inmate work programs resulting from the closure or relocation of selected correctional facilities.

[16] Inter-account transfer of $850,000 to Inmate Work Program Special Account to eliminate cross-ministry transactions in the Inmate Work Program.

[17] Favourable variance of 46 FTEs is primarily due to organizational changes.

[18] Favourable variance of 18 FTEs is primarily due to organizational shifts to alternative service delivery in the Residential Tenancy Office.

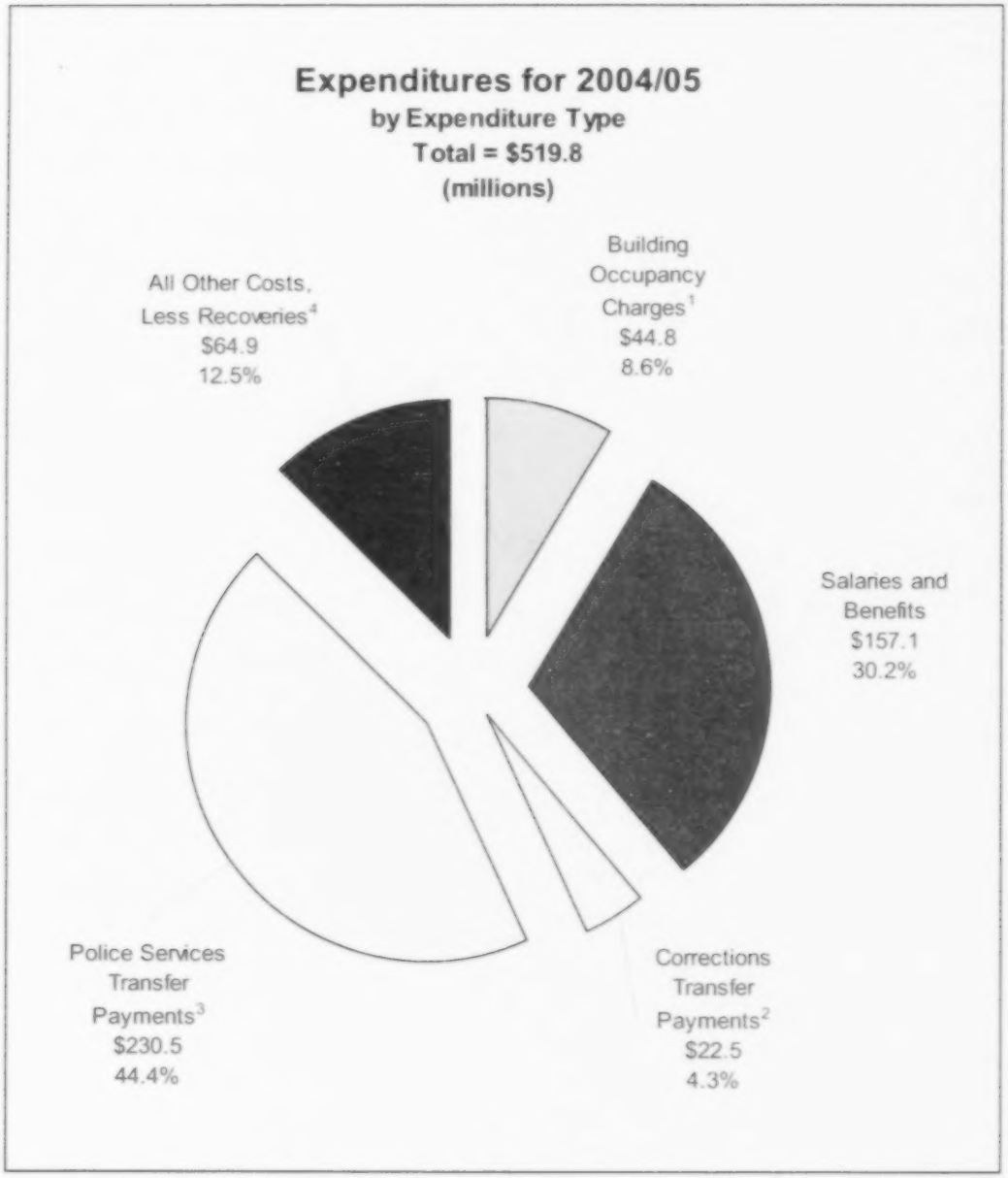
[19] Favourable variance of $332,000 is primarily due to delays in tenant improvements.

[20] Unfavourable variance of $131,000 is primarily due to unanticipated cost increases in the Claims Tracking Systems Development Project related to the Provincial Emergency Program.

[21] Favourable variance of $1,267,000 is primarily due to lower than expected costs in the Residential Tenancy Office Systems Development Project and delays in the Commercial Vehicle Safety and Enforcement Systems Development Project.

[22] Favourable variance of $268,000 is primarily due to delays in the Automated Licensing Systems Project.

[23] A $1,500,000 loan to the Business Practices and Consumer Protection Authority planned for 2004/05 for start-up costs was not required.



Notes:

1. Rent and other associated charges for ministry buildings, including correctional facilities.
2. Costs related to personal services (e.g., health, food and counseling costs) for inmates and persons on probation.
3. The provincial funding contribution for the RCMP Provincial Police Service, RCMP First Nations Policing, and Self-administered First Nations Policing.
4. All remaining costs, such as asset amortization, contracted expenditures and transfers to external parties, less payments received for various program costs from the B.C. Lottery Corporation, the federal government and other parties external to the ministry.